

# Customer Success Intern

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## Who We Are

Headquartered in Paris, Talentoday developed a talent assessment application with the purpose of revealing human potential by providing individual insights with psychometric instruments and predictive analytics. Our online platform, Talentoday Manager®, was developed by our accredited team of psychologists, neuroscientists, data scientists, and HR experts to provide world-class talent acquisition and development products. These tools were created to help our clients and partners train and retain top talent, as well as optimize their hiring practices.

Currently we have millions of users and hundreds of clients, spread across more than 160 countries, using Talentoday to find the perfect professional “match.” To help us expand our application and provide more professional matches to talent and companies alike, we are expanding the Talentoday team!

## What You'll Do

Under the direct supervision of the Director of Customer Success, this internship opportunity will allow you to work with existing Talentoday clients, providing support to the French speaking client base. This position will be primarily focused on existing clients through providing support and training to increase customer engagement, as well as customer relationship management as Talentoday prepares to release major product improvements. In addition to existing client needs, you will also have the opportunity to engage in pre-sales activities through client demos.

## Elements of the Role

- Become an expert in Talentoday's application and use learned skills and knowledge to best support Talentoday's French speaking client base
- Manage post-sale client relationships through onboarding new clients to Talentoday's application, more specifically to Talentoday Manager functionalities
- Increase client engagement through fostering relationships and providing additional training to enhance use of Talentoday's application
- Collect feedback, quotes and testimonials to create client success stories to support the overall brand and product
- Monitor client engagement through evaluating and analyzing data sourced through Talentoday's application
- Manage Talentoday's CRM platform through responding to client requests and maintaining the index of articles and replies to be shared publicly
- Manage Talentoday's certification program and credits granted
- Identify frequent client requests and develop support materials to provide better service
- Maintain and update client communications in Salesforce

## What We're Looking For

- Currently enrolled in a business or similar program
- Must be able to read, speak and write in French at native or bilingual proficiency
- Must be able to read, speak and write in English at professional proficiency or higher
- Exemplary written and oral French communication skills
- Strong interpersonal and teamwork skills

## That's Great, but What Are the Benefits?

- Opportunity to work for a growing international technology company
- Ability to learn project management from experienced leaders
- Convenient office location in the 2nd arrondissement next to the Bourse metro station