



CRM Administrator Internship | Customer Experience Team

REF. NO. 1228

About us

Our company is a global travel, technology, events and media company. Our events allow extraordinary hotels, venues and other suppliers in the events and hospitality industries to build real business relationships with the buyers they want to meet. With a team of more than 60 people working across three continents, 13 years of experience and 130 Forums behind us, we bring together the global travel elite to meet, network and socialise.

Number of employees

60 employees

Tasks

You will be directly reporting into the CRM Manager helping with day to day tasks, long term projects and improving data quality.

You will be responsible for supporting users with organizing their workflow and managing their data.

This role also includes entering and organising historic data.

Key duties:

- Assisting the CRM Manager in daily tasks
- Learning the basics of a CRM and the importance of information and delivering reports
- Ticket organisation and solving basic user problems
- Database cleaning, data entry
- Supporting processes used by multiple departments within the company
- Liaising with developers and assisting on multiple projects including API integration, automated marketing communication, creation of eSign documents, creation of a registration portal and more.

PRAKTIKUM IN LONDON



Skills needed

- Good computer skills
- A basic understanding of databases
- Knowledge of Excel

Skills to be acquired

- The purpose of a CRM/Database within an organisation
- Implementing CRM/Database best practice and data management
- Task prioritisation and time management
- How process automation can increase sales and save man hours
- Interpreting data in order to identify strengths and weaknesses within a business
- The basics of programming logic within a database

Duration of the internship

3 months minimum, 12 months max

Office languages

English

Location

United Kingdom, London

Financial support

As we are offering work experience the placements are unpaid. We do however pay interns £250 per month for travel and lunch.

Office hours

9:30-17:30 Mon-Thu and 9:30-16:00 Fri