

Thesis Student (m/f/d) Customer Experience Management

Trelleborg is a world leader in engineered polymer solutions that seal, damp and protect critical applications in demanding environments. Our innovative solutions accelerate performance for customers in a sustainable way.

Our Business Area Trelleborg Sealing Solutions is a leading global supplier of polymer-based critical sealing solutions deployed in demanding general industry, light vehicle and aerospace environments.

Starting now we are looking for an enrolled student (m/f/d) to write a final thesis within six months in Stuttgart, Germany about the following topic:

How to use Customer Relationship Management to improve the Customer Experience Management

Your Activities

- Writing a Master Thesis on Customer Experience with a focus on SAP using the SAP Sales and Marketing Cloud, Website and Web shop
- Analysis of existing process and identifying the critical points to improve the customer experience
- Research and evaluation of Best Practices
- Implementation and moderation of workshops with internal and external partners to develop the best fit between best practices and TSS requirements
- Understanding and implementing first measures to improve the customer experience

Your Profile

- Above-average success in Computer Science, Management or comparable degree programs
- Completed a bachelor's degree
- Fluent written and spoken English knowledge (The language of the Thesis has to be in English)
- Ability to research topics independently and present it in an understandable format
- High goal orientation, analysis and problem solving
- Team player who would like to work in an international environment

Our benefits

- Flexible work hours with mobile work quantum
- Flexible work environment in our new innovation center
- Wide variety of healthy foods and drinks at our Marketplace
- Free coffee, water and fruit
- Game-, Relax and Fitness rooms
- Marketplace with a wide variety of healthy food

Who to contact

Feel free to contact our HR Recruitment Team for any questions:

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