

EMEA Energy Operations Support Internship



Locatie **Gelderland, Putten**
<https://www.advertentieX.nl/x-1583934-z>

Location: AmsterdamLenght: 6 monthsPeriod: FulltimeStarting date: May/June 2023











NOTE: YOU MUST BE ENROLLED IN EDUCATION DURING THE ENTIRE INTERNSHIP TO BE CONSIDERED.

As a member of the EMEA Energy & charging service team, you will help maintain the fleet to ensure an excellent customer experience and best-in-class availability. You must have a genuine passion for technology and a bias towards solving challenges that will fundamentally change the world's energy and EV charging infrastructure.

Integrated within the service operations support team, you'll have the unique opportunity to improve our internal operations and support Tesla's residential energy storage service program. You will have an excellent opportunity to work on special projects which will involve deep-dive into current processes, systems, data and you will own the execution of action plan which will bring us to desired state. You will partner closely with global Tesla internal teams to proactively improve the owner and installer experience for our rapidly growing residential energy customer base.

Ensuring Tesla's residential customers receive a stellar end-end service experiencePlacing orders, working with logistics partners and customers to track progress for warranty replacement cases in the pipelineCoordinating the physical returns & internal processing of defective products to Tesla premises in conjunction with return logistics & remanufacturing teamsCollaborating with residential hardware engineering and technical support teams to forecast failure rates and accordingly manage stock considerations related to the supply and demand of replacement productsOnboarding new vendors & creating purchase orders to our service partners/Installers in order to remunerate them for the warranty services providedIdentifying & driving various improvement opportunities in the residential service lifecycle that includes process & system improvements to enhance the customer experiencePreferably following a study in business or operational fieldAttention to detail and ability to prioritize workload effectivelyGood interpersonal communication skillsC1 English communication skills oral and written. Any additional language is a plusKnowledge in the Microsoft suite (SharePoint, Office, Excel, Power Point, MS Project, Visio) and other analytics tools like PowerBI is a big plusAbility to analyze

problems and find solutions in a structured mannerAnalytical mindset and problem-solving orientedAbility to work in a team as well as in an organized and independent manner

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