Lami Technologies - Customer Success Intern

Customer Success Intern
Company: Lami Technologies
Location: Remote, in a location that allows for collaboration with GMT+3 Time Zone
Internship length: 3 months
Internship start date: ASAP

Summary

Lami is a pioneer in the digital insurance space, on a mission to break the 3% insurance penetration barrier in Africa, and provide a safety net for every person in the continent. Lami is an insurance SaaS platform with customers ranging from insurance companies, banks, and digital platforms. Our headquarters are in Nairobi, Kenya.

We are looking for motivated and talented individuals to join our team. The goal of this internship is to fill gaps in the customer experience and success area and better prepare you for a future career in business development. As an intern, you will be working closely with a supervisor and other colleagues who will provide you with real hands-on projects and daily tasks. Interns will be able to apply classroom-based knowledge to projects and gain essential workplace skills needed to be career ready. Lami Technologies is dedicated to developing successful leaders, and we strive to make this internship as realistic and informative as possible.

Job Duties and Responsibilities

- Maintain client relationships by providing support, information, and guidance
- Collaborate with client engagement teams to ensure growth attainment with the new or existing client
- Understand and assess the needs of the client to maximize customer satisfaction
- Follow on customer queries and requests
- Answer product and technical questions
- Recommend product improvements or new products by remaining current on industry trends, market activities, and competitors

Qualifications and Skills

- Customer centric attitude in terms of responsiveness and attention to customer needs
- Bachelor or Master's degree in management or related fields
- Fluent in English with excellent verbal and written skills
- Good interpersonal skills and the ability to collaborate efficiently with a remote team and all stakeholders, internal and external
- Project management and planning skills
- Adaptability and good evidence of multi-tasking
- Ability to work independently and remotely, i.e. have a laptop and a quiet space
- Organizational skills and detail oriented