



## A sneak peek at our organization

### **Merck: A Leader in Life Science**

Problem solving is our passion ... find out about us!

Our purpose is to solve the toughest problems in life science by collaborating with the global scientific community – and through that, we aim to accelerate access to better health for people everywhere. **We provide scientists and engineers with best-in-class lab materials, technologies and services.** With the 2015 combination of Merck Millipore and Sigma-Aldrich, we now have a broad portfolio of 300,000 products, an expanded global footprint and an industry-leading eCommerce platform - SigmaAldrich.com. **We have approx. 39,000 employees spread across the world and still expanding!**

We are dedicated to making research and biotech production simpler, faster and safer.

## Our graduates and students make a difference

When great minds get together, they inspire each other. Our collaborative culture proves it. By working a better way – sharing ideas, voicing opinions, giving feedback and lending support – we get better results. It's an approach that helps us make great things happen whether we're developing medications that fight cancer, applications for the life science industry, more powerful LCD and OLED technology or brighter pigments.

Wherever you join us, and in whatever role, you'll work alongside committed, high-performing people who want to make a difference. And you'll help us build on a long history of progress that stretches all the way back to 1668.

We believe in offering people flexible career development to suit their aspirations. Within a short time of joining Merck, you'll become part of a globally operating group, working in an inspiring environment with a highly-motivated team that will help you to improve your theoretical and practical knowledge. We'll invest in your development, so you can be the best you can be.



## Your internship in Customer Excellence: German, Swiss and Austrian market

Outgoing, creative and team-minded? Here is just a short list of what you will gain:

- Valuable practical experience in an international environment by doing a responsible job right from the start.
- Benefit from professional mentoring
- Have the chance to network with your peers and other colleagues
- You will receive tools in how to work in a professional corporation

### **In this position:**

You are responsible for the execution of the entire customer process, from the moment an order is placed to taking care of after sales service. You guarantee the quality of our supply chain and you are therefore in contact with key accounts, sales colleagues, logistics department and manufacturing sites.

### **The daily tasks are the following:**

- Manage customer accounts and interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.
- Answers phones, takes product orders, checks inventory availability or status of shipment, verifies customer pricing, prepares and processes customer return goods for credit and/or replacement.
- Interacts with and supports company sales representatives.
- Handle and resolve customer complaints.
- Escalates requests and unresolved issues to the designated resource.
- File records of customer interactions and transactions.
- Works under general supervision with some instructions given for routine work and detailed instructions for new types of work or special projects.

### **And also,**

- Participate and create continuous improvement projects within the team
- Supporting integration of new business.
- Pro-active communication by following up key account customers.
- Running & analyzing reports.
- Dispatching daily incoming customer requests to the right department.



### Ideal candidate...

- Bachelor level thinking
- Interested in being trained in Oracle and SAP
- Fluent English level and being able to work in an international environment
- Strong in communication
- Team player

### What we offer?

**Do you want to work for an A-brand multinational?** And for the oldest operating pharmaceutical and chemicals company in the world? And do you care about building up relationships with B2B customers? **Are you that person who is a strong networker, entrepreneurial and not afraid of some exciting challenges?** Join Merck!

### What else?

We offer different trainings and most importantly in Oracle and SAP.

**40h week internship paid including travel expenses.** You will gain lots of experience and will get to work with great colleagues. During your internship, you will be working in a highly commercial, dynamic, **multilingual and international environment with over 25 nationalities.** With this internship, you will be able to put your theoretical knowledge into practice and gain valuable work experience in a professional, international and friendly environment. This internship is a perfect opportunity to get a taste of how it is to work in a fast-growing multinational company. Ambitious? This is the place to be!

**Where are we located?** In Amsterdam!

**Become part of our team!**

Send your CV and motivational letter: [veronica.blanco-lantella@merckgroup.com](mailto:veronica.blanco-lantella@merckgroup.com)