

## Customer Success Intern – Summer 2025

**Location:** Houston, Texas (Hybrid)  
**Duration:** 10 Weeks (June-August)  
**Employment Type:** Full-Time, Temporary

Kahuna's **Summer Internship Program** is designed to provide hands-on experience in an enterprise SaaS environment. As a **Customer Success Intern**, you will play an integral role in supporting our mission to help organizations bridge workforce skill gaps. This internship offers exposure to **customer onboarding, data analysis, process documentation, and strategic customer initiatives**, equipping you with valuable industry experience.

You will work closely with our **Customer Success, Implementation, and Support teams**, collaborating on projects that directly impact customer adoption and engagement. Expect to tackle **real-world business challenges, develop industry-relevant skills, and contribute to key initiatives** while being mentored by experienced professionals.

### What You'll be Doing:

As a **Customer Success Intern**, you will take on meaningful projects that help drive customer success and improve operational efficiencies. Key responsibilities include:

#### Customer Insights & Data Analysis

- Analyze customer adoption trends and business impact metrics.
- Compile reports with key insights, ROI figures, and improvement recommendations.
- Create dashboards and data visualizations using tools like Tableau or Power BI.

#### Customer Onboarding & Documentation

- Assist in the creation of onboarding playbooks, best practice guides, and training materials to streamline customer implementations.
- Develop process flows, checklists, and interactive learning content.
- Conduct gap analysis to identify improvements in the onboarding process.

#### Support & Issue Trend Analysis

- Review and categorize historical support tickets to identify recurring issues.
- Compile reports that highlight trends, pain points, and proactive solutions.
- Collaborate with the support team to enhance customer training and self-service resources.

#### Customer Advocacy & Storytelling

- Work with the Customer Success and Marketing teams to compile compelling customer success stories and testimonials.
- Conduct interviews, analyze case studies, and develop customer advocacy materials.

## What You'll Need for This Role:

- **Analytical & Problem-Solving Skills** – Ability to analyze data, recognize trends, and extract key insights.
- **Strong Communication** – Clear, professional verbal and written communication skills for customer interactions and documentation.
- **Detail-Oriented Mindset** – Organized, structured approach to research, reporting, and content creation.
- **Tech-Savviness** – Comfort working with SaaS tools and analytics platforms.
- **Team Collaboration** – Ability to work cross-functionally with Customer Success, Implementation, and Support Teams.
- **Proactive & Adaptable** – Eager to learn, take initiative, and navigate a fast-paced SaaS environment.

## Preferred Qualifications & Skills:

- Pursuing a Bachelor's or Master's degree in Business, Information Technology, Engineering, Computer Science, or a related field.
- Experience with MS Teams or Slack, Excel, Google Suite (Doc, Sheets, Slides), and data visualization tools (Power BI, Tableau).
- Strong analytical skills with experience in data reporting and insights generation.
- Interest in customer experience, SaaS implementations, and process optimization.

## Why Join Kahuna?

- **Hands-on Experience:** Work on impactful projects that drive real customer value.
- **Mentorship & Growth:** Collaborate with experienced professionals and develop industry-relevant skills.
- **Data-Driven Approach:** Gain exposure to customer analytics and SaaS success metrics.
- **Company Mission:** Help organizations close skills gaps and build a competent workforce.

Join us this summer and gain valuable experience in Customer Success while making an impact at Kahuna!