



MARA

We are looking for a...

Working Student in Customer Success (m/f/d)



Mannheim or Remote



Working student (~16h) or Internship

Join MARA as a Working Student or Intern in Customer Success (m/f/d) and help us revolutionize market research with our own Natural Language Processing (NLP) solution.

MARA supports companies in better understanding consumers by analyzing large amounts of textual data (e.g., customer reviews). Our algorithms identify the attributes that consumers care about and extract a context-specific sentiment. After our algorithms have analyzed thousands of reviews, we offer reporting dashboards that allow our users to gain deep consumer insights with little effort. Check out our website mara.solutions for more information as well as our [defining values!](#)

Tasks

- As a Working Student/Intern in Customer Success, you will help our customers to succeed by setting up new categories for them and ensuring high quality of our algorithms.
- At the beginning of a new project, you will be responsible for defining a product category by researching relevant online shops and brands.
- In the context of smartphones, are 'battery life' and 'charger' two different product attributes or just one? Your task will be to finetune the proposal of our AI.
- You will communicate and present the results of your work to internal and external stakeholders.

Qualification

As a young start-up we are looking for a person with a "hands-on" mentality who loves to tackle new challenges and always wants to learn something new. Important skills for us are:

- Affinity for language and numbers
- A user-centric mindset
- Strong logical thinking
- Ability to solve complex problems independently
- Fluent communication in English

We believe that we can teach a smart person everything else on-the-job. Here are a few nice-to-haves:

- Hands-on experience in market research
- Good technical comprehension can help to understand how our algorithms work

Benefits

- Startup atmosphere with a very friendly way of working – we are looking for a colleague to finish the day with after-work activities from time to time
- Challenging and diverse tasks and the opportunity to learn quickly
- Competitive salary and flexible working model

Interested? Show us your skills

We don't want you to write a boring cover letter and hope answering this question is more interesting. Simply send us your answer together with your CV and reference

Think about the product category '[Moisturizer](#)': Name **10 product attributes** that you think are relevant to customers and describe each of them in one sentence (if needed).