Duo Security, Customer Success Operations Data Science Internship

The customer success operations team is looking for a data science intern to help design and implement a text analytics algorithm to categorize survey results. You would work with a significant existing repository of manually reviewed and tagged survey results to create a program that would automatically categorize future results as they are received. You would also ensure that the solution can be easily adjusted and refined overtime by our team.

As a data science intern, you will

- Design and implement a text analytics program to tag survey results by sentiment and category
- Partner closely with the Customer Success Data team to understand our existing data set
- Partner closely with the CS Ops Systems Manager to best store and surface the results from your program in our existing tools
- Educate the CS Ops data team on your methodology and future refinement/maintenance of the tool

Skills you have…

- You have successfully built accurate and dependable text analytics programs
- You have a demonstrated ability to teach others about projects you have created
- You have a strong commitment to accuracy and continual improvement

3 reasons why you should apply…

- You enjoy solving problems that have significant impact
- You would like to gain experience in the growing field of customer success and demonstrate an in demand skill set of text analytics
- You enjoy working with a team of analytical people, committed to delivering accurate, actionable, and meaningful insights

Internship Details...

- You'll be working with teams based out of our Ann Arbor, MI and Austin, TX offices
- Program dates are May 24th - August 20th

- Roles are full time and 40 hours per week, Monday - Friday
- Generous pay and employee perks

Duo Security, now a part of Cisco, is the leading provider of Trusted Access security and multi-factor authentication delivered through the cloud.

Duo's mission is to make security simple for everyone. We were born from a hacker ethos and a desire to make the Internet a secure place. We believe in empowering people to follow their passions inside and outside of the office and enable every employee to bring their whole self to work.

Our team is our secret weapon. We run the spectrum from artists to analysts, low-key to high energy, and bring together a diversity of skill sets, experiences, and perspectives to solve what we consider to be the world's most pressing geopolitical challenge — transforming the security industry as we know it. Together we build solutions that are easy, effective, trustworthy, and enduring. And that's why we are the most loved and trusted company in security.

Duo is committed to cultivating and preserving a culture of inclusion and connectedness. We are able to grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents not only part of our culture, but our reputation and Duo's achievement as well. In recruiting for our team, we welcome the unique contributions that all potential candidates can bring in terms of their education, opinions, culture, ethnicity, race, gender identity and expression, nationality, age, languages spoken, veteran's status, religion, disability, sexual orientation and beliefs.

And if this role is exciting to you, we encourage you to apply even if you don't meet all 100% of the description or qualifications. Finally and most importantly, we are a proud Equal Opportunity Employer.