



Duo Security Customer Success Internship

Duo is looking for a Customer Success Intern to assist our team in supporting our customers. If you are passionate about providing an extraordinary customer experience, enjoy connecting data to client problems and working as a team to accomplish a goal, then we need your help! As a member of our team, you will partner closely with our Customer Success Managers to accelerate value realization for our customers, deepen customer relationships, build client presentations, and work on special projects to drive our business forward.

As a Customer Success Intern, you will...

- Analyze Duo product usage for key Duo Care customers
- Review client business objectives with Customer Success teams and determine product recommendations
- Build and share Executive Business Reviews (EBRs) and Kick-off Presentations
- Provide feedback and recommendations regarding New Hire onboarding curriculum
- Assist on CS special projects

Skills you have...

- You are a self-starter, able to handle tasks and changing priorities independently in support of your team's goals
- You demonstrate problem solving skills and can propose solutions
- You articulate an idea, thought, or solution clearly and concisely in written and verbal communication
- You can build presentations that tell a story through the data you analyze
- You are passionate about technology and how it can be leveraged to drive business impact

3 Reasons You Should Apply...

- You want to work on important projects and gain more experience in a SaSS organization
- You are eager to learn about customer success and engage with some of the largest organizations in the world
- You love collaborating with, guiding, and learning from hard-working peers

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.