



## **Duo Security Customer Success Community Internship**

Duo is looking for a community intern to help us help our customers. If you are the sort of person who enjoys interacting with customers and end-users every day, then we need your help moderating our community, engaging with our top contributors, and analyzing and responding to our mobile app reviews. As a member of our Global Knowledge & Communities team, you will listen to our customers and learn how we can more effectively solve the issues they encounter and enable them to make the most of Duo's features.

### **What you'll do...**

#### **As a Community Intern, you will**

- Work with our Technical Community Manager to moderate the Duo Community
- Respond to product, technical, and general questions in the Duo Community and our app store reviews
- Engage with Duo subject matter experts to interpret and respond to customer questions
- Collect data on and analyze app store reviews to help understand the issues facing our end-users

### **Skills you have...**

- Comfort asking questions about technical concepts you are unfamiliar with
- Experience with creating friendly, customer-focused written content
- Data collection and analysis
- Strong understanding of online communities and customer management

### **3 reasons why you should apply...**

- You want to work with a team of really nice people who love making many different kinds of technical, community, and educational content
- You want to learn about different community platforms
- You are happiest when helping to drive development of a product in a customer-friendly way

### **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.