

INTERNSHIP SPOTLIGHT

Hannah Baker

Graduation Year: 2020

Minor:

Major: Management- Supply Chain & Finance

Hometown: Philadelphia, PA

Hobbies: Exploring urban areas, water sports, and watching Eagles football

Campus Activities: OACS Treasurer, Community Assistant Westmorland Hall

Future Plans: To attain my MBA before 30, to work at a Multinational company, and start a side real-estate business



- **Internship (company/your title):**

Movers Specialty Service- Customer Care Associate/ Intern

- **What were your duties?**

-Contacting C- suite clients to ensure satisfaction with services

-Sending work order to vendors and collecting invoices for payment

-Dispatching nationwide technicians to inspect water/ gas leaks, and broken valuables

-Promptly responding by phone and/or e-mail to internal and external communications and potential issues or concerns regarding claims

-Tracking and confirming repair appointment schedules

- **What did you enjoy most about your internship?**

My internship had a tradition called Ice Cream Fridays- and every Friday during the summer an intern would go around the office and give out free ice cream. It was a nice stress reliever and helped me meet people outside of my department.

- **What was the most difficult aspect of the internship?**

The most difficult aspect of my internship was striking the right balance between proving that I was a capable worker and not overstepping my boundaries. As the summer progressed I was given more responsibility by my supervisors as they became more comfortable with the work I was doing.

- **How did your experience at UPG and in the Management department prepare you for your internship?**

I took the Excel class at UPG because many employers listed that as a skill they wanted interns to have a high level of expertise in.

- **How has your internship prepared you for a career?**

I learned what parts of the job I liked and disliked, and you can experience what the day to day activities of your major actually entail.

- **What recommendations do you have for other students about doing an internship?**

To start applying early for internships (I had to apply to over 40)

Attend all networking & career services events that you can