



UNIVERSITY
of VIRGINIA

INTERNATIONAL
STUDIES OFFICE

Inspectorio

Ho Chi Minh City, Vietnam

Application due: January 21, 2020

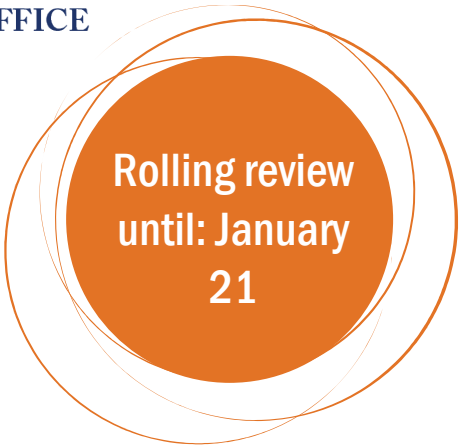
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UVA Independent Global Internship

EXPLORE · EXPERIENCE · ENGAGE · EXCEL



Inspectorio

Ho Chi Minh City, Vietnam



Rolling review
until: January
21

Founded in 2016, Inspectorio is a cloud-based SaaS solution focused on creating a dynamic and risk-based Quality and Compliance program with the ultimate vision of generating more sustainable and transparent supply chains.

Through the use of robotic automation and artificial intelligence, Inspectorio is building an autonomous system that eliminates the need of manual, low-added value interventions, so quality and compliance personnel can focus on high value-added tasks as remediation and continuous improvement.

Inspectorio's comprehensive modules and workflows allow for flexibility and unlock collaboration, real-time data sharing, and predictive-recommended actions for more than 2,500 companies, including some of the world's largest retailers, brands, vendors and factories.

General description of internships:

- **Details for five unique internship positions are listed at the end of this document- READ to the END!**
- Inspectorio's internship program is hosted at our Ho Chi Minh office in Vietnam. Successful candidates are expected to carry our task and projects that will have real impact on the business, and operations. Interns at Inspectorio are given a high level of autonomy, but also supportive guidance, to execute real tasks that are important to the company. Inspectorio provides guidance and support with accommodation, transportation and activities in the city to encourage interns to not only learn about supply chain, and our product, but also to learn more about different cultures, perspectives, and the challenges facing the developing world.
- Inspectorio's main objective with our internship program is to identify and recruit high-potential individuals and, in turn, ensure that the experience for each intern is productive, challenging, stimulating, and eye-opening. Interns who demonstrate outstanding performance and who are going into their senior year will be extended an offer for full-time employment after graduation.
- Work is likely to vary day by day, responding to the reality of our business and users. That said, interns will focus on specific projects with clear deliverables and deadlines.



- **What can an intern at Inspectorio expect to learn?** Communication skills, teamwork, data-driven decision making, product ideation and development, multitasking, working under pressure, working in a multi-national/cultural environment.

Language:

- Office lingua franca: English

Dates and timings:

- Summer 2020; 10-12 weeks; exact dates to be determined in conversation with Inspectorio leadership
- Monday-Friday, 9:00am-6:00pm (40hrs/week)

Number of positions offered:

- Up to five (in total- across departments)

Support:

- Salary, Accommodation, Flights to Vietnam, Food stipend, Transport stipend, Activities Stipend.

Pre-internship preparation requirements:

- Interns must discuss their interests with Inspectorio leaders prior to their arrival in Vietnam. Background research and/or technical skills development may be required in advance of arrival.
- Student-interns will be encouraged to engage in self-study of Vietnamese in the Spring semester if not familiar with the language. Workshops will be held in the Language Lab in March and language-learning resources will be made available.

Additional information:

- If under their care, you must have your parents/guardian's permission to apply for this position before submitting an application.

IMPORTANT special application instructions:

- **Students must submit two applications CONCURRENTLY:**
 - The UVA Global Internships Independent Internship application (through UVA Education Abroad portal) **AND**
 - The Inspectorio Summer Internship program application:
<https://www.inspectorio.com/careers/>

BOTH applications must be submitted by January 21st to be considered. *Early applicants will be given preference, so we strongly encourage you to submit your application as soon as you can.*



1. Instructional Design Intern

Inspectorio is a SAAS company developing cloud-based solutions for the supply chain industry. Our product focuses on helping retailers, vendors and manufacturers to digitize their quality inspection processes bringing unparalleled efficiency and transparency to the entire supply chain. Inspectorio Academy is our interactive, online learning environment. By utilizing the most up-to-date e-learning technologies and instructional design research, our Academy enables us to provide state-of-the-art training solutions to all of our users.

We are currently working to expand our all of our education initiatives, including Inspectorio Academy. The Instructional Design Intern will be responsible for writing effective training materials, creating engaging multimedia content and assisting in the development of new and innovative online training strategies. The successful applicant will work closely with our Lead Instructional Designer to expand and maintain our online academy and meet the training needs of our clients.

This role will primarily involve writing and designing new e-learning courses. Therefore, strong writing and communication skills are an essential requirement.

Internship Description:

- Assist our other Instructional Designers to create effective and engaging e-learning courses and other online training solutions.
- Assist in the creation of interactive, multimedia training materials.
- Write effective instructional documents. (Following specific style guides)
- Liaise with customer success teams across multiple time zones to understand client training needs.
- Assist in the day-to-day maintenance of our Learning Management Systems.
- Perform other duties as assigned.

Preferred qualifications:

UVA requirement: All candidates must be in good academic and disciplinary standing.

- Undergraduate studying a Bachelor's in E-learning, Technical Communication, Multimedia or a related field.
- Familiarity with instructional design concepts.
- Exceptional writing skills (knowledge of technical writing is an advantage).
- Extensive knowledge of English grammar.
- Excellent communication and presentation skills.
- Strong technical/computer skills.
- Experience creating multimedia content (experience using Adobe Photoshop and/or any video editing software is an advantage).

2. Product Intern

As a Product Intern, you will act as the liaison among external & internal stakeholders to analyze, communicate and validate business needs. Based on your insights, you will be working in cross-functional team of engineers & designers to build features that address those needs. From research, prototyping to development to commercialization, you'll own the full lifecycle of features at Inspectorio.

Internship Description:

- Critically evaluate information gathered from multiple sources, reconcile conflicts and decompose high-level information into details
- Document business and system requirements clearly, comprehensively and make ensure everyone can easily understand
- Support create training materials and documentation for the company's platform's users and train new end users on the applications
- Follow development progress, support clarify requirement to development team and facilitate to help deliver products successfully
- Perform other duties as assigned.

Preferred qualifications/competencies:

****UVA requirement: All candidates must be in good academic and disciplinary standing.****

- Have strong passion to build products and user-centered design
- You work proactively, independently, are detail-oriented and well organized
- You are very structured and have proven you can successfully handle multiple projects on your own
- Desire to understand and learn about business processes, manufacturing industry
- Knowledge of data analytics/statistics is a big plus
- Excellent verbal and written communication skills in English, ability to explain complex problems at the required level of abstraction
- Seek for excellence, always be courageous, work with autonomy but keep yourself humble



3. Customer Success/Engagement Intern

The Customer Success Intern – Customer Engagement will work closely with the Sr. Customer Engagement Manager and the rest of the Customer Success Team on CS tools, campaigns, initiatives and projects that are aimed at improving overall customer engagement and product adoption.

Internship Description:

- **Data**
 - Reporting – Create/run reports for CS Leadership on team results and forecasts.
 - Analysis – Tracking leading indicators of renewals, upsell/cross sell opportunities and risk within accounts.
 - Monitoring – Help configure, maintain and keep the CSM dashboards (Grow/Totango) up to date.
- **Customer Engagement**
 - Touch points – Help with setting-up and keeping the different automated touch points up to date in Totango throughout the customer journey.
 - Campaigns – Help with setting-up and keeping all the different campaigns up to date in Totango throughout the customer journey.
- **Systems**
 - Implementation and management of CSM tools and systems (Totango, Grow, Confluence Page).
- **Projects**
 - Involvement in projects and initiatives aimed at improving overall client engagement.

Preferred qualifications/competencies:

UVA requirement: All candidates must be in good academic and disciplinary standing.

- Undergraduate studying Business Administration, Computer Science, Information Technology, Engineering or any other relevant degree program.
- Critical thinking is a must!
- Comfortable with software and analytics
- Highly organized and detail-oriented, with excellent time management, ability to prioritize, and poised under pressure
- Outstanding communication skills, both written and verbal
- Ability to multitask and switch between multiple projects at different stages of the life cycle
- Logical thinker, with a passion for solving customer challenges
- A self-starter who thrives in a fast-paced, high growth, rapidly changing startup environment



4. Data Science Intern

Currently, Inspectorio is offering several Data Science internships for outstanding undergraduate or graduate students from top universities. Each intern will have a great opportunity to work with our world-class data scientists, research engineers, and data engineers who have very strong backgrounds and lots of start-up experiences (Misfit, Trusting Social, Fitsense, Chotot, Knorex, etc.).

Internship Description:

As a Data Science intern, you have a chance to learn and earn experience from Inspectorio machine learning projects as follows:

- Study one research project under the supervision of our world-class researchers.
- Have a great opportunity to investigate appropriate models of the problem from the early stage to the deployment stage.
- Process raw data and write necessary data pipelines.
- Extract useful features and analyze computed ones for interesting insights.
- Participate in our research seminars or training sessions.
- Earn your experience in an international and professional working environment.

Preferred qualifications/competencies:

****UVA requirement: All candidates must be in good academic and disciplinary standing.****

- Have good knowledge related to artificial intelligence and machine learning. A good understanding of deep learning frameworks is a plus.
- Have an excellent learning record from your university
- Having a scientific publication is a plus
- Have the ability in writing and oral communication skills in English
- Have good programming skills in Python, especially for machine learning projects
- Have good collaboration skills and attitude



5. Customer Support Intern

The Customer Support Intern will primarily cover day-to-day ad-hoc tasks and assist Customer Support Leads in covering Inspectorio's Customer Support Channels through web, live-chat and customer emails. Support Interns would also be immersed to a plethora of reports for appropriate action planning and resource management.

Internship Description:

- Support user questions/concerns via email support and chat support channels
- Assist and collaborate with Support Leads in escalating and following-up system issues/bugs until successful resolution.
- Arrange and publish User Support Trends, Contact Issues and other relevant Key Account Reporting requirements as needed.
- Assist in Support Workforce Planning to ensure all Support Operations Hours are well covered regardless of region.
- Support CRM configuration management and all other relevant Support tools, keeping it updated and aligned with internal needs and requirements.
- Perform other relevant Customer Support Functional Duties as assigned by the Customer Support Manager
- Perform other duties as assigned.

Preferred qualifications/competencies:

UVA requirement: All candidates must be in good academic and disciplinary standing.

- Exceptional organizational and analytical skills
- Excellent communication and presentation skills
- Ability to analyze and utilize data to drive insights related to product, user education, and support improvements
- Excellent Interpersonal skills and ability to collaborate to a multi-cultural user environment.
- Strong and solid customer service skills; has the ability to make every customer interaction personal and delightful.
- Presents very organized and structured thinking for planning and execution purposes
- Utilizes forward-thinking to implement creative ways to solve complex customer challenges
- Knowledge of a second language is preferred but not required