

UMAI is an analytics-based software using technology to improve dining experiences for both restaurants and their guests. Establishing our product in the region, we are looking to expand our high-performing team.

**START DATE**  
ASAP

**LOCATION**  
Kuala Lumpur

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## Business Development Analyst | Internship | Kuala Lumpur

**Become part of UMAI and change the future of the hospitality industry.**

UMAI is a software provider that helps restaurants to save time and increase revenues by automating manual tasks, minimize last-minute cancellations, upsell customers more effectively and provide more personalized service. The team has extensive experience in building internet companies and has been part of building some of the largest e-commerce ventures in the Asia Pacific Region. This is definitely not a job like any other. We are looking for someone who is daring, who is open for a challenge to be innovative, who has a “hustle” attitude, who is a results-driven, comfortable with ambiguity, is a self-starter and of course has a sense of humor.

**Within the Customer Success team here at UMAI, our focus is on delivering exceptional experiences and accelerating value for our customers through five core pillars; Customer support, customer experience, education, account management and sales. We are obsessed with providing exceptional service and understanding what is needed for each and every business to succeed.**

- Next start date: end of May, June or July 2019
- Min. duration: +5 months
- Compensation: 500 / 750 Malaysian Ringgits - depending on experience

### THE RESPONSIBILITIES:

First and foremost, you will work on your own projects e.g. process optimization, retention, revenue predictability... Then we will set together with a focus for your stay with us on either of these areas:

#### For Customer Success

Your responsibility would include but not limited to:

- You will drive digital transformation, education and maximize the value realization for our customers
- You will plan a strategy and build success plans to drive loyalty, advocacy and minimize customer attrition.

#### For Partnerships and Marketing

Your responsibility would include but not limited to:

- You will be managing the relationships with all bloggers, magazines, and partners of our media network.
- You will be the product owner and formulate growth strategy for partnership.
- You will drive and manage our social media strategy and our official platforms

#### For Data Analytics

Your responsibility would include but not limited to:

- You will develop and implement databases, data collection systems, data analytics and other strategies that optimize returns for customers using UMAI's products
- You will analyze data to answer key questions from stakeholders or out of self-initiated curiosity with an eye for what drives business performance, investigating and communicating areas for improvement in efficiency and productivity

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### THE REQUIREMENTS:

Customer success:

- You have studied or are studying for a Bachelor's/Master's in Business or Economics or similar subjects
- Previous experience in sales, account management or strategy

Data analysis and research :

- You have studied or are studying for a Bachelor's/Master's Computer Science, Engineering or similar subjects.
- Previous working experience as a data analyst or business data analyst
- You have extensive knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript) together with Excel, SPSS, SAS or any related software.
- You have strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy

Marketing / Media network:

- You have studied or are studying for a Bachelor's/Master's in Business, Marketing or equivalent
- Previous experience in Marketing, Social media and/or Account management
- Ideally with a passion in media especially in content writing and branding

### YOUR PROFILE:

- An entrepreneurial way of thinking and interest or experience in project management or entrepreneurship
- Strong prioritization and organizational skills, result oriented
- Ability to seamlessly blend in with an extremely diverse audience
- Keen interest in the startup world and understand agile work environments
- Strong analytical skills, including proficiency in MS Office and productivity apps.
- Fluent in English both written and spoken

### WHAT WE OFFER:

- Learn and work with some of the best entrepreneurs in the world. We give you insights to all relevant aspects of founding a company and the opportunity to build up a huge, international, meaningful network.
- A dynamic and highly motivated team with flat hierarchies
- Great working atmosphere with an international team coming from 14 nationalities
- Responsibility and ownership with your task and role - you telling us how you think it should be done.
- You will work on the company's further improvement and development while understanding the need to do task that scale and some that don't.

We can only consider applications from candidates who are able to stay with us at least 5 months, in order that you can take full ownership of your projects! We thrive on the diversity of our company with a team coming from over 14 different nationalities thus, no matter where you are in the world, we urge you to apply!

### Apply

If you are interested in this position and would like to become part of the UMAI international team, apply via Email: [jobs@letsumai.com](mailto:jobs@letsumai.com) or via our career portal: [careers.letsumai.com](https://careers.letsumai.com)