Internship in Provider Management, Business Intelligence & Analytics (limited 6 months, 80-100%, all genders)

The Provider Management and Ground Ops Analytics teams ensure the manageability of activities along the ground operations process chain within Switzerland by generating comprehensive reports, analyses and process documentation.

Tasks
You will support the BI Performance and Ground Ops CH teams in their main duties. Besides ensuring regular performance reports and updates of process documentation, the focus lies on the development of new reports and its communication to the stakeholders, as well as pursuing various data projects.

- Ensuring timely performance and quality reporting within the Ground Operations domain
- Supporting a data-driven steering of internal and external service providers
- Identifying and moderating process documentation updates and data-related requirements of various business and operational stakeholders
- Developing customized BI solutions (dynamic reports, subject-based analytics)
- Supporting and facilitating the design of the Ground Operations data environment
- Cross-domain cooperation and project involvement within SWISS

Requirements
- University degree or an “HF” Advanced Federal Diploma of Higher Education with a quantitative focus in Mathematics, Statistics, Data Science or similar.
- Advanced skills in one programming language (e.g. R, Python) is required, Knowledge in SQL is a plus.
- Knowhow of and practical skills in ground operations and handling processes is a plus.
- Knowledge in BI Tools for interactive data visualization (e.g. Tableau, QlikView, Shiny) is a plus.
- Strategic thinking and understanding how analytical findings can be turned into commercial benefits.
- Very good spoken and written English skills, fluent German is a plus.
- Very good MS Office skills.

**Details**
Department: Ground Operations Switzerland Development  
Location: Zürich, Kloten  
Starting date: February 01, 2023  
Application deadline: November 25, 2022

**Contact**
Please apply via our career page [swiss.com/career](http://swiss.com/career). We are looking forward to your application!