Integrated Procure-to-Pay Solutions Business Summer Internship Experience (BSIE) Proposal -

Please return completed forms to: greenprocurement@ucsd.edu

**Title:** Training manual Project Management Intern

**Location:** 10280 Torrey Pines Center South, La Jolla, CA 92037 Suite 345

**Internship Description:**

The eCommerce Center of Excellence (eCOE) is a virtual team spread across the University of California System (ten campuses total). A primary function of the eCOE is the support of purchasing software applications (kind of like Amazon). There are thousands of people, suppliers and staff, who interact with these applications. To help manage the process the eCOE employs an application designed for customer relationship management (CRM). The CRM employed is called Zendesk.

We are looking for assistance in creating a training manual for tickets/questions submitted to our CRM. The tickets are submitted by suppliers and staff. The questions generally revolve around purchasing and more specifically the process supported by our associated software applications. We are looking to start a project that codifies standard operating procedures for our team: how to identify and resolve problems.

You will have the opportunity to contribute to a project from beginning to end. In doing so you will learn about project management best practices (project planning, documenting, communicating, tracking, and closing). You will also be exposed to the purchasing process and supporting business applications.

This opportunity will require strong communication, analytical, and organizational skills. We are looking more for a colleague than an intern. The role will be somewhat demanding, but hopefully the experience will be equally rewarding. If you are up to the challenge and ready to contribute on a high level, then we would like you on our team.

**Number of students requested:** 1

**Name of Lead Person:** Scott Benson

**Mentors:** Jason Hall

**Number of hours per week:** 5-15