OPERATION SUPPORT
COOPERATIVE EDUCATION PROGRAM

SAP COMPANY PROFILE
As the market leader in enterprise application software, we help companies of all sizes and industries run better. From back office to boardroom, warehouse to storefront, desktop to mobile device – SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. SAP applications and services enable more than 253,500 customers to operate profitably, adapt continuously, and grow sustainably.

PURPOSE & OBJECTIVE OF POSITION
This CoOp will focus on support of SAP customers and the Mission Control Center (MCC) Leads through engagement reviews, reporting, data analysis, and communications.

The candidate will engage with specialists and embedded support teams on technical analysis of customer systems; he/she will engage with MCC leads on customer cases to develop a new understanding of high-level engagements, technical analysis, and a mastery of workplace etiquette and SAP methodology. CoOps will also gain knowledge of SAP products and customers.

THE CoOp EXPERIENCE
CoOp responsibilities will include:

- Participate with customer reviews, scheduling and generating meeting minutes. Assist and/or host review sessions with SAP Global Services and Support, consulting and account teams.
- Technical analysis on customer data systems.
- Assist MCC Leads with reporting and analysis
- Maintain CRM cases and monitor engagement action plans for continuous engagement and customer/team involvement.
- Assigned to a Deployment Room to support main initiatives around Cloud and HANA.
- Proven ability to maintain confidentiality.

CoOp LOCATION
CoOp positions with SAP are located in Newtown Square, PA.
ELIGIBILITY
- MIS Majors/Minors
- Junior year status preferred during CoOp; sophomores (for spring CoOp) and seniors (for fall CoOp) also considered
- 3.0 minimum overall GPA
- Knowledge in or ability to learn CSS, CRM, and other SAP systems

ACADEMIC REQUIREMENTS
- Student earns 6 free elective credits for completing the six-month full-time CoOp experience; remaining 9 course credits are completed before/after and during the CoOp.
  - Fall CoOp: July-December
  - Spring CoOp: January-June
- Learning Objectives—Student establishes, in conjunction with company supervisor, 3-4 learning objectives as a means of focusing the CoOp experience. Objectives will be determined within first two weeks of starting CoOp assignment.
- Daily Activity Log—Student records the dates worked, number of hours completed, nature of projects, tasks, responsibilities and the relationship of the work to learning objectives. Log will be reviewed by company supervisor.
- Final Paper—Student completes 10-12 page paper discussing relationship of CoOp experience to classroom work, learning objectives and career interests. Review and evaluation of paper is completed by company supervisor prior to submission to VSB for final grading of Satisfactory/Unsatisfactory.
- Student Evaluation—Student completes assessment of CoOp experience.

WHY SHOULD I PARTICIPATE?
- Clarify CAREER GOALS and enhance your MARKETABILITY
  - Gain “real-world” out-of-classroom educational experience
  - Explore the marketing, communications and public relations professions
  - Crystallize interests, values and career goals
- Receive FINANCIAL COMPENSATION at competitive market value
- Maintain FULL-TIME STUDENT STATUS, thus continuing:
  - Insurance Coverage
  - Scholarship Eligibility
  - Housing Eligibility
- Stay on track for 4-YEAR GRADUATION PLAN

Contact: Ceiwyn Craig-Moore, Assistant Director for Internships/CoOps – Student Outreach
610-519-5532 • vsbinternships@villanova.edu