

DBS Bank (Hong Kong) Limited

About the company

DBS is a leading financial services group in Asia with a presence in 18 markets. Headquartered and listed in Singapore, DBS is in the three key Asian axes of growth: Greater China, Southeast Asia and South Asia. The bank's "AA-" and "Aa1" credit ratings are among the highest in the world.

Internship Information

Name of Department(s) offering internship positions:
CBG – Digital, Customer Experience and Ecosystems
Digital Onboarding Squad

Internship Duration: 6 months
Internship Period: 06/2022 – 12/2022

Intern's Job Description

Job Duties:

- Assist in planning and executing digital projects across mobile app and internet banking to enhance customer acquisition, service efficiency and customer satisfaction. Students will experience agile project management and practise design thinking.
- Work collaboratively across teams, identify customers' needs and design customer journeys and solutions covering end-to-end onboarding journey for HK and GBA customers. Students will understand the digital product discovery process and get hands on experience working with a spectrum of stakeholders.
- Support digital readiness activities including development and UAT monitoring, training, procedure manual preparation, communication, and release management. Students will learn the digital product release process and management.

Requirements:

- (A) Education Background:
 - Penultimate Year Undergraduate students or Final Year Undergraduate Students preferred
- (B) Discipline Preferred:
 - Business Administration, Marketing, Information Systems
- (C) Technical Skills:
 - Proficient with MS PowerPoint, Excel
 - Knowledge of project management preferred
- (D) Language Proficiency:
 - Fluency in English, Mandarin and Cantonese
- (E) Others:
 - Strong interpersonal skills, presentation skills