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James Bleach with Thomas Cowper, ServiceTick

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James joined the ServiceTick team as a Customer Experience Intern, and worked alongside Thomas Cowper to gather, analyse and compile large samples of customer feedback data, and then using this data to suggest improvements for their clients.

What drew you to become involved in the UEA Internship Programme?

Following my graduation, I was left feeling slightly uncertain about my next steps, and where to go next. It was at this point that I came across the UEA internship programme. The concept of getting out there into the 'real World' was a daunting one, but the UEA internship system facilitated a fantastic support network that made the option incredibly inviting. This is why I opted to go down the route of investigating this further and, ultimately, seeking an internship.

How did your UEA experience help prepare you for your internship?

I believe that my time at UEA helped prepare me for my internship, mainly because my degree required me to have effective organisation, time management and collaboration skills; all of which were instrumental in this role. However, it also taught me great lessons in independence. It gave me the confidence to remain in Norwich once I had completed my degree and enabled a smooth and natural transition from studying to employment.

What would you say was the most enjoyable aspect of your role?

As I joined ServiceTick as a Customer Experience Intern, a predominant portion of my role involved me working with large samples of customer feedback data. The thing I enjoyed most was using this data to give our clients actionable areas for improvement, in the knowledge that this would ultimately assist them in improving the running of their organisation. It was these clearly tangible benefits that made the role and activities that it involved so fulfilling.

Was there anything unexpected or extra that you gained from the internship?

I was relatively unfamiliar with the mechanics behind customer feedback surveys at the outset, and it was something that I knew very little about. However, this role afforded me the opportunity to learn something totally new and, as a result, gain experience I never imagined I would.

Would you recommend the programme to others?

I would absolutely recommend the UEA internship programme to others. The opportunities are diverse and the support that you receive is fantastic. If you are looking to enter the World of employment, or if you are unsure of what the best option is for you, check out what internships the programme has to offer; you may come across a position that you hadn't considered or even heard of beforehand, but is the perfect role for you.

If you would like to find out more about our internships programme, contact the UEA Internships Team on 01603 593917 or email internship@uea.ac.uk.