

Position Information

Role	Customer Success Summer Analyst
Reporting To	Customer Success Analyst
Job Location	London

Masternaut Overview

We are a market leader in a high-growth, competitive technology industry. We created the field of vehicle telematics 20 years ago and now monitor 250,000 commercial vehicles with over 10,000 customers. Following a period of transformation and repositioning, Masternaut has launched a new product and go-to-market strategy focused on growth, catalysed with a significant investment in talent.

We deliver an Internet of Things (IoT) platform that enables our customers to manage and optimise their mobile resources. Our products help clients drive significant operational improvements: reducing fuel consumption, increasing vehicle utilisation (which reduces the number of vehicles on the road), and improving the safety and productivity of their staff. In 2018, our clients reduced fuel consumption by 90 million litres and avoided the release of 230 million kg of CO₂ into the atmosphere.

In the rapidly-expanding IoT sector, telematics is one of the most mature applications with proven business value, delivering 3x to 5x ROI for our customers. We are a market leader in this developing industry with huge potential for positive impact on our communities. The adoption of telematics in commercial vehicles is still below 10% globally and growing rapidly.

We are backed by growth equity investors Summit Partners and Fleetcor Technologies.

Masternaut at a glance: 20 years in commercial vehicle telematics, 250,000+ vehicles, 10,000+ customers, 300+ employees across Europe, €50m revenue.

Opportunity

Every two weeks, we collect over a million data points on how our software platform is used. Making sense of this vast information is critical to our business, such that we can understand how our users think, why they use our platform or even why some stop using it. We are looking for a talented intern to join Masternaut this summer and help us answer these questions to inform the future of our product and find opportunities to re-engage users that may be at risk.

If you're excited about using big data to solve complex and impactful business problems, this is a great opportunity to get your hands dirty on an extensive data set and experiment with data science techniques. By the end of this 8 - 12 week internship, you would have created a fact pack on this subject, which delivers novel insight that you can present to the senior leadership of Masternaut.

This position will be based in London, reporting to the Customer Success Analyst as part of the Customer Success team, which focuses on projects across the business to improve the end-to-end customer experience.

Key Responsibilities

- Create summary statistics to demonstrate high level trends in the platform's usage
- Run exploratory analysis to search for insights into our user base, this could include:
 - Identifying reasons for user drop-off
 - Correlating usage with customer satisfaction or value
- Define key user types based on observable patterns in the product data

Qualifications, Experience and Skills

- Either a PhD or penultimate year undergraduate student at a top-tier university studying mathematics, engineering, computer science or a related technical degree
- Fluency in English
- Excellent analytical skills and ability to explain data science concepts
- Knowledge of Python, or other data science programming language
- Passion for tech is a plus

Our Philosophy on Talent

With a Silicon Valley-like focus on building a high-growth, scalable technology business, we are looking for top talent that fits with our ambitious and fast-paced culture. When recruiting, we look for ambition, entrepreneurial spirit, demonstrated discipline in execution, and the potential for growth. In return, we offer a dynamic environment with like-minded team members, positioned in an exciting industry with great opportunities for professional growth.

We are fundamental believers that having the right people is critical to our success: attracting, developing, and retaining talent will always be a core focus at Masternaut.