Public Summary

I started my six-month internship at Merck Chemicals B.V., Amsterdam in middle November 2015, working as business analyst intern in the Business Analytics and Reporting team. The recruitment information was found on the website blackboard of Leiden University[1].

I contributed to Merck by supporting operation, improving working process and training a new hire. Meanwhile, I participated in a Lean Six Sigma project (aiming to increase accuracy of first confirmed date to customer) by carrying out all data measurement. I participated in these projects to practice my data analysis skills and enhance my project management skills.

During the internship I had the possibility to know Merck in depth. Merck is a leading science and technology company in healthcare, life science and performance materials. Set up in Darmstadt, Germany, in 1668 by Friedrich Jacob Merck, Merck is the world's oldest pharmaceutical and chemical company. Today, the Merck family remains the majority owner of the company. Over the course of 350 years Merck has become a truly global company. Merck's 50,000 employees span over 66 countries and are united by their passion for new ideas, the possibilities of technology, and the potential to make a difference in the world. Merck operates around the world and has a strong presence in the emerging markets.

My role as intern required providing data and analysis for the Customer Excellence organization in Western Europe. During the internship I carried out routine on performance measurement, operational support and data quality, on multi platforms for western EU. Information was extracted from ERPs[2] and BI[3] for preparing reports. I performed and controlled data uploads from ERPs to data warehouse, enabling global reporting functionality.

Supplying a service for *ad hoc* report requests from the Amsterdam platform was the major duty, besides the basic tasks. It included external customers and internal business partners assistance in preparation for the global customer services scorecard, global key accounts scorecard and EU business partner dashboards, together with accompanying metrics data. Other duties regarded: designing and running reports in line with business requirements; managing reports on the intranet portal to ensure clear presentation and availability of accurate information; supporting business functions, including credit management, order to cash, data teams, expediting, technical support, commercial support and the sales organization.
Many of my business skills were improved as well. I had planned my learning goals in several sections including Communication, Planning, Productivity and Creativity.

Communication was a fundamental part of my work. In order to make every request being accomplished efficiently and accurately, I learned how to make information clear and straightforward, which undoubtedly benefitted the entire process. Besides working, nothing helps laying the groundwork for advancement more than cultivating and maintaining good relationships. I also organized some activities in order to building a close and rallying relationship within our

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[1] https://blackboard.leidenuniv.nl/

[2] Enterprise resource planning (ERP) is a category of business-management software—typically a suite of integrated applications—that an organization can use to collect, store, manage and interpret data from many business activities.

[3] Business intelligence (BI) can be described as "a set of techniques and tools for the acquisition and transformation of raw data into meaningful and useful information for business analysis purposes".