



Position — Customer Success Specialist (Intern/Fresh Graduate)

About Us

Interactive Rewards (www.irewardsasia.com) is an AI-infused interactive marketing company delivering loyalty, customer engagement, and automation solutions across Asia Pacific and the EU. We help clients create rich, mobile-optimized digital interactions through Email, SMS, Mobile Push, WhatsApp, Chatbot, and more. We value trustworthy, proactive professionals and offer a flexible, progressive work environment with competitive compensation.

Role Summary

We're seeking a Customer Success Specialist to support and optimize our marketing technology, help build customer journeys, and use AI tools day-to-day to work faster and smarter — for clients across Malaysia and the EU. Fresh graduates who've genuinely put AI to work (not just used a chatbot) are strongly encouraged to apply.

Key Responsibilities

- Support clients in executing messaging campaigns through Email, SMS, Mobile, WhatsApp, Chatbot, Web, and related channels
- Plan and help implement campaign workflows: AI-infused audience segmentation, personalization, scheduling, automation, testing, and optimization
- Use AI tools to prepare workflows, troubleshooting, reports, and internal documentation
- Provide onboarding and support to client users across Malaysia and the UK; troubleshoot and escalate to global and regional experts as needed
- Support Sales with pre-sales demonstrations

Qualifications

- Degree or Diploma in Computer Science, Multimedia, Information Technology or a related field
- One-year prior experience in a related field, or fresh graduates or final-year students (Internship)
- Must have hands-on experience using AI tools or agents for work or school projects, with a real example of using generative AI tools (e.g. ChatGPT, Claude, Gemini)
- Knowledge of HTML/CSS or web/UI/UX design is an advantage
- Proficiency in English; comfortable communicating with stakeholders in both Malaysia and the UK
- Proactive, independent, and a collaborative team player
- Full-time, on-site in Petaling Jaya

What We Offer

- Professionally implemented training program with certification.
- Competitive compensation (base salary + incentives + allowances + medical/insurance) upon conversion to full-time
- Attractive annual bonus (full-time employment)
- A clear internship-to-permanent path with real client exposure from day one
- Flexible, supportive, and conducive work environment with opportunities for career growth

How to Apply

Send your resume to finance@irewardsasia.com, cc: shawntan@irewardsasia.com