

Robert Smith

International SOS: London, England

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This summer I had the privilege of interning for International SOS, a security and medical assistance company with headquarters in London and Singapore. International SOS works as a private concierge service to expatriates and business travelers living and traveling to parts of the world with inadequate medical infrastructure. For example, if an employee of Shell and their family are located in Indonesia for an extended period of time, and Shell has a contract with International SOS, then International SOS will not only provide local clinic care to the family but also provide medical evacuation in the case of an emergency. International SOS is different from an insurance company in that it provides the logistics to save a persons life with a team of Doctors and Nurses ready to respond while insurance companies cover only the financial burden of an accident after its resolution. Specifically I worked as an intern for the EMI (Energy, Mining and Infrastructure) division of the company under corporate sales and marketing in London. My responsibilities were extremely broad in that I helped many salesmen with day to day tasks in addition to working directly under the head of all Master Service Agreements. Master Service Agreements are the overarching contract that International SOS signs with its clients which encapsulates all services that International SOS would provide to said client. As an intern in this area I worked to consolidate the 80 page documents into what we called "User Guides" which were essentially a cheat sheet with the contracts most important players, clauses, dates, etc. In addition to working closely with the legal department I also did a lot of research on new Oil and Gas companies that we believe International SOS should pursue as future clients.

Working for International SOS was amazing because I was the only American in the office. It was a French company with many employees from foreign countries so I was able to see what working in a truly global office was like. International SOS also operates in over 70 countries so I was exposed to a vast amount of international business. My favorite projects that I was able to work on were the Strategic Account Plans that I put together for new clients. Strategic Account Plans were our game plan and sales pitch for signing new high profile clients. They included a clients core business structure, financial information, corporate governance model, safety track record/concerns, corporate assets, key projects underway and much more general information about the company. Since I was working with the EMI (Energy, Mining and Infrastructure) sector I was able to work on Strategic Account Plans for Chevron and Vale, one oil and one mining company respectively. In both cases I outlined the companies key objectives moving forward in their markets, key areas of operation, key players in the company, how the company is doing financially compared to their competitors and how International SOS should approach this company to make the sale. These were my favorite projects because rather than only doing tedious research I was able to apply the information I had found into a sales strategy that the company would actually put into action. In addition to the Strategic Account Plans, I also put together power point presentations for the upper level sales staff to present to other companies. This project was especially exciting because I was able to do work that directly effected the companies financial outcome.

This experience taught me a lot about the sales and marketing world but also taught me how to work as a part of a team in a very international business. I was extremely surprised by the level of cooperation something as simple as a power point presentation takes to complete. A highpoint of my experience was definitely the people I was able to meet through work and the

amazing team I was able to be a part of. The low points include the same low points of any internship such as tedious busy work and long hours. While these were the low points they also taught me that all work needs to get done at some point and those who do the bad jobs usually end up getting the more interesting assignments.

My career goals have changed completely as I was offered a job in London. Not only did my experience broaden my perspective of the world but it led me to challenge myself to new goals, such as business school abroad. Before this summer I didn't have any interest in graduate school but after seeing the leadership and problem solving skills of my coworkers with MBA's I decided that it would be the most lucrative route to take. Without International SOS I'm not sure I would have decided to take the graduate school route or if I would ever have decided to venture abroad for such a long period of time.