

Meera Santos
Course TINFO 497
Internship Company: Starbucks
Faculty Advisor: Jim West
Title: Systems Analyst

My last 3 months as a systems analyst intern for Starbucks has been a great opportunity and experience. Learning about the systems analyst role, end-to-end work, and Starbucks culture, has furthered my professional development and helped better prepare me for my future career pathways. For my internship, I got to be a part of the Total Rewards & Core HR organization under management of Ranjan Singh. The Total Rewards & Core HR org is in charge of all partner benefits, rewards, and pay. I was put on a team of 4 - a systems analyst, product manager, quality assurance analyst, and a scrum master. My team worked on the SAP Tax & Archive Compliance project. The purpose of the project was to help the Payroll Tax team at Starbucks have a better defined prioritization process for payroll tax changes/updates. Being on the team helped me better understand the end-to-end problem solving process for system processes.

The most important takeaway from this whole project was learning the importance of problem solving for technical system processes because it plays a key role to the efficiency and success of a business process.

Outside of my team project, I attended many intern social events, networked with different partners in the company, attended professional development workshops, and got the opportunity to listen to the experiences and insights of the lead executives at Starbucks. Overall, I learned all about Starbucks & what makes their coffee stand out, not only because of the quality of their drinks, but also because of their mission and values as a company.