

Amadeus Nice

Apprenticeships offers 2017

Amadeus S.A.S
485 Route du Pin Montard - BP 69
06902 Sophia Antipolis Cedex
France
Tel : +33 (0)4 92 94 60 00
www.amadeus.com/careers





Information about the company

Amadeus is the world's leading provider in IT solutions for the travel industry.

We provide the technology which keeps the travel sector moving – from the initial search to making a booking, from pricing to ticketing, from managing reservations to coordinating the check-in and departure processes. Amadeus connects key players in the travel industry: travel agencies, corporations, airlines, airports, hotels, railways and more. We give those companies the tools to serve travelers better and manage their own business more effectively.

We have a shared innovative spirit and an ambition to shape the future of travel.

We'll achieve this by working with some of the best people in the world – our employees, our customers and our partners. If you share our ambition, join us and shape the future of travel.

Amadeus Nice Sophia Antipolis is Group's main research and development centre and home to sales and customer service activities. Situated between mountain and sea our campuses offer an exceptional multicultural environment.

Key figures

- Founded in 1987 Amadeus has built its global presence from a strong foothold in Europe on its three main sites: the head office in Madrid, where the corporate activities are concentrated, Sophia Antipolis near Nice, and the data processing centre in Erding near Munich.
- + 14,000 colleagues worldwide
- + 3800 colleagues in Nice Sophia Antipolis of which around 80 nationalities
- 20 R&D centres
- 71 Amadeus Commercial Organisation
- 4.47 billion annual revenue in 2016



Career opportunities

Amadeus is committed to bringing out the best in our people.

As part of our team, we offer you the chance to push the boundaries of your own career. If you want to contribute to a dynamic culture that fosters open and innovative thinking, Amadeus is the place for you.

We offer:

- an exciting atmosphere
- a global multicultural workplace
- opportunities to learn and grow everyday
- engagement towards social, humanitarian and environmental concerns

Amadeus Nice Sophia-Antipolis offers a unique chance to join project teams and work on complex & innovative solutions.

Research & Development

About 2/3 of our colleagues work in various areas of R&D as:

- Applied research
(optimization, simulation models, prototyping)
- Functional Analysis
(customer requirements analysis & technical specification)
- Software development
(architecture, technical testing, data analysis, BI)
- Quality Assurance
(test strategy, end to end testing, methodology & tools)

Business & commercial

In close collaboration with R&D teams, our business & commercial colleagues work in:

- Product & Service Management
(customer requirements management, offer definition and evolution)
- Customer Support
(incident management, training on solutions, documentation)
- Marketing & Sales
(deployment of sales strategies, promotion, account management)

Corporate functions

Also offer a varied range of opportunities

- Product & Corporate Strategy
- Global Business Support
(internal IT, internal business solutions management, networks)
- Finance
(accounting, business controlling, purchase)
- Human Resources
(compensation & benefits, international mobility, career development and communications)



Internships

Amadeus Nice Sophia Antipolis offers a unique chance to join project teams and work on complex & innovative solutions. Every year we are proud to welcome more than 200 students for internships & apprenticeships. We are actively partnering with selected schools & universities through industrial agreement, involvement in lectures, technical and academic conferences and school fairs in France and abroad.

Our internship subjects are aimed mainly at last year students who wish to invest their talents in an internationally renowned company. We are looking for people who are interested in IT/Business/Marketing, Finance and many other fields to carry out internships lasting 5 to 6 months and apprenticeships. There are more than 200 offers which can be found on our website www.amadeus.com/careers

You can follow us on:

[Facebook](#), [Twitter](#), [LinkedIn](#) and [viadeo](#)



Apprenticeship: Graphic & Web Design (72376)

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Start date: July-September 2017

Duration: 12 months

Team Description

The position aims at supporting the unit head in charge of the Innovation Engagement Services, part of the Innovation department, in designing engaging content, promotional materials and high-impact internal and external marketing campaigns (relying on presentations, promotional materials, websites, online pages, prototypes and mock-ups...):

- To effectively engage with target customers (proxies)
- To catalyse adoption of our innovation through the right external & internal influencers or evangelists
- To simply let the world get to know our innovation

Main Responsibilities

We are looking for a talented Graphic & Web Designer to create amazing user experiences. The ideal candidate should have an eye for clean and artful graphic and web design. S/he should also have superior user interface design skills.

The successful candidate will be able to listen to our stakeholders and interpret their needs, to translate an innovation story into beautiful and high visual impact materials and transform high-level requirements into interaction flows and artifacts also.

The candidate will work in close relationship with Innovation stakeholders and the Innovation teams to develop those creative ideas and concepts. The appropriate media and style will be chosen to meet the stakeholder's objectives.

The candidate will work indeed on a variety of activities and materials, such as **PowerPoint presentations, innovation pitches, web and mobile prototypes' mock-up or front-end, online banners, infographics, TV screens, videos, posters, booklets, brand identity definition and internal and external communications.**

The goal is to get our department and our stakeholders' messages across.

The work demands creative flair, proactivity, up-to-date knowledge of industry software, and a professional approach to stakeholders' management, time, costs and deadlines.

The candidate may need to manage more than one design brief at a time and typical activities include:

- Meet with the stakeholders to discuss the business objectives and requirements of the mission;
- Estimate the time and effort required to complete the work;
- Develop design briefs that suit the stakeholder's purpose within the constraints of cost and time;
- Think creatively and propose new ideas and graphic / design concepts;
- Develop impactful materials, visuals and layout;
- Produce accurate and high-quality work;
- Present and defend designs and key deliverables to peers and executive level stakeholders and iterate where necessary;
- Amend final designs to stakeholders' comments and gain full approval;
- Work with a wide range of media and graphic design solutions and keep up to date with emerging technologies;
- Demonstrate creative and illustrative skills;
- Design original prototype's website or mobile interface, bringing simplicity and user friendliness to complex roadblocks;
- Create wireframes, storyboards, user flows, process flows and site maps to communicate interaction and design ideas;
- Establish and promote design guidelines and best practices;
- Monitor effectiveness of the offline and online campaigns;
- Participate in designing a "brand identity" for the Innovation department;
- Respect Amadeus corporate brand guidelines;

Requirements

- Currently studying a University degree, Business or Design School - Specialized in graphic and web design
- Possession of creative flair, versatility, conceptual/visual ability and originality
- Be proactive, agile, and supportive
- Ready to undertake any design / graphic work (from the smallest and tedious to the most ambitious)
- Familiar with digital media and social media trends, technologies, and tools
- Skills in Microsoft PowerPoint, Adobe Creative Cloud and other visual design and wire-framing tools
- HTML 5, CSS and JavaScript for rapid prototyping will be a plus
- Up-to-date with the latest Web trends, techniques and technologies
- Complete fluency in English (spoken & written)

Please apply online:

<https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=72376&company=AmadeusProd&username>

Apprenticeship/Internship: Innovation Portfolio Management (71903)

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About Amadeus Innovation & Research

The Innovation & Research group is a small, global team that works across the Amadeus organization. We help Amadeus and our partners exceed expectations when delivering new cutting edge prototypes and products, and to help drive innovation in areas that are strategically important for the company.

We're a high-performing, flexible team with the autonomy to achieve our mission, but accountable for how we do it. We develop simple, robust, working implementations of our visions that leave our clients wanting more. We strive to get validation for our ideas by partnering internally and externally, both with experts who can help us deliver a better product, and with customers, to get feedback on what we're delivering.

Overall our mission is to ensure that great ideas turn into value for Amadeus.

Innovation Management & Services

The Innovation Management & Services department enables Amadeus to turn more ideas into value by providing the tools, processes and support to help generate and manage new ideas. Some of our activities include:

Incubation platform

A collaborative space dedicated to the Incubation Phase of the Innovation Funnel (internal innovation process) with all information and documents on each innovation project: pitch presentation, jury outcomes, dashboards, KPIs etc...the Incubation platform is THE place to track the Innovation Funnel process. The platform is based on corporate tools not originally dedicated to managing innovation projects portfolio.

The Team is looking to offer a tool better suited to manage the innovation portfolio of Amadeus. The intern's mission is to:

- Assess needs of all stakeholders on managing the innovation portfolio (projects from the Amadeus Intrapreneurship Programs, projects linked to pilots with partners like start-ups, research labs etc.)
- Assess best practices on innovation portfolio management
- Define the scope of the platform and formalize a list of requirements

- Assess including research projects in the scope of the portfolio
- Overview internal and external tools that could be suited to the needs
- Test and iterate on potential solutions

Amadeus Contribute idea

The idea comes from the observation that innovation project managers have issues finding human resources to form a team, to get user feedback, to find beta testers or focus groups, or any kind of resources to help the project. A potential solution could be an internal **crowdsourcing** platform. The intern's mission is to:

- Collect requirements from relevant stakeholders
- Make recommendations on the best solution to explore and a plan to test it
- If time permits, test and iterate on potential solution

Profile

- Currently studying a Business degree or Engineering degree, with a focus on innovation or user experience
- Good communication skills in English
- Innovation management skills
- Project management skills
- Adaptable, proactive and good analytical skills

Please apply online:

<https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=71903&company=AmadeusProd&user=surname>

Apprenticeship: Process Improvement & internal audits (68742)

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Team description

AGP is the division responsible of driving all development process evolutions, animating the Architecture, Security and PMO governance bodies, and delivering coaching and tooling services, to support the achievements of R&D business objectives. Within your mission, you will be part of a team in charge of assessing effectiveness of our processes and offering recommendations for Continuous Improvement amongst the engineering community.

Main responsibilities

Actively participate in the Improvement program of AGP: promote the internal audit group to follow the implementation of governance rules within R&D. Concretely,

- Identify, measure and improve key performance indicators to evaluate process effectiveness and efficiency
- Maintain the performance measurement and reporting system and make propositions to improve the Dashboard
- Identify and support process improvement opportunities
- Develop and promote tools and techniques to increase process efficiency, improve performance and foster continuous improvement
- Refine and prioritize the improvements to be addressed
- Contribute to the audits : prepare plan, organize, coordinate, manage, record and follow-up audits
- Be part of various core meetings
- Make recommendations to the work placement mentor
- Prepare and maintain internal audit manual and methodology
- Be able to map, formalise and follow-up on processes

Please apply online:

https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=68742&company=AmadeusProd&use_rname

Apprenticeship/Internship: Eliminating testing flakiness (67565)

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Team Description

The DDS (Digital Design Services) department designs, develops and delivers web sites for Amadeus biggest e-commerce customers (Qantas, Lufthansa, Japan Airlines and many more). The department is divided in competency centers dedicated to a customer plus one more team responsible for providing frameworks, defining processes, industrializing tasks and harmonizing the development cycle all along the department. This team is named FPI and this is precisely the team that will welcome the intern / apprentice.

The FPI team is multicultural (5 nationalities) and composed of highly skilled engineers who are able of accomplishing all the tasks listed above... and more!

Main Responsibilities

Delivering a website to a big airline requires a lot of development. Ensuring a good quality all along the development phase is key. Testing manually takes a lot of time, that's why the department has invested a lot in automation and many non-regression scripts are running every night.

However, the Amadeus system is highly distributed and there are great chances that on the test system, an end-to-end scenario falls into one non-working piece and outputs a failure. The failure can be an application, the network, a database ... It will require a manual analysis the day after to figure out whether the test failure was due to a bug in the code or to the test system itself. Maybe a few seconds / minutes later the same test would have passed. Re-running the test at the right moment can save a lot of time analyzing the test failures.

The intern/apprentice will be involved in setting up smart diagnostics to infer the failure cause and eventually re-run strategies, automate the test failure analysis to propose finally a smart testing solution.

Requirements

Personal required skills:

Self-learner and innovative. Analytic thinking. Good communication skills. Fluency in English. Passionate.

Required technical skills:

Java, TypeScript, Protractor

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<https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=67565&company=AmadeusProd&urname>

Apprenticeship/Internship: Wizard for self-defined booking flow (65759)

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Team and context description

Why settle for a dull internship this year when exciting opportunities could be yours for the taking? Amadeus is changing the travel industry through digital experiences offered to a wide range of customers: travel agencies, airlines, airports, hotels, cars, etc.

Amadeus Selling Platform Connect is one of them sold to travel agents... and this all around the world. Our team is committed to developing customization frameworks through innovative technologies, to allow each travel agent to feel he's using an application fitting his specific needs. The team is small and practices agile development, so you'll be an important contributor when achieving your mission.

Purpose of the apprenticeship/ internship

Selling Platform Connect is a web application that 500 000 travel agents will use for their day to day work.

Your goal is to make them feel they can adapt this very big application to their preferred flows! The internship will focus on the booking flow, which you will represent as a state machine. You will then define a new module to configure in an easy - and why not fun! - way this state machine.

Instead of a "static" organization of web pages, you will identify and split all the functionalities in independent components, and allow to mix them based on travel agent preferences and on defined rules. This will create a 'wizard' approach on top of the application.

We are proposing a new way of configuring the travel agent application so every travel agent can define the most useful flow/sequence of tasks. Moreover, the defined flow will be able to delegate some of the defined tasks to other devices (for instance delegating the filling of passenger information to the traveller, through a tablet), thus allowing to think synchronous or not, parallel or sequential... offering all the possibilities a graph sequence could describe.

Key missions

Your mission is to help the team to build the wizard of the future that any travel agent will be able to use!

- You will analyze how the existing booking flow can be interpreted as a state machine
- You will participate in proposing a functional and technical solution to create the wizard
- Based on this study, you will help the team to build a prototype, fully integrated into Selling Platform Connect
- You will help the team to propose recommendations for future modules to be easily integrated into the wizard

- As a creative genius you'll propose with your team a wise way to integrate your code into our merchandizing solution: smart & pluggable your work will be!
Are you ready to take this challenge?

What you'll learn

You'll have a chance to interact with nearly every team at Front-Office division - developers, functional analysts, designers, quality engineers, etc.

Your key learnings will be:

- How to write technical and functional design
- How to develop a prototype
- How to integrate the prototype in a bigger application, touched by dozens of developers
- How to research/stalk potential sponsors

Wanted!

The "Wizard for self-defined booking flow" position is open to curious students interested in travel & innovation .

We are looking for a talented developer with CSS, HTML, JavaScript & Java/J2EE skills.

Join us and create the technology that shapes the future of travel!

Please apply online:

https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=65759&company=AmadeusProd&use_rname

Apprenticeship/ Internship: Drools based Business Rules Management System for Revenue Management (65605)

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Team Description

The team is developing Revenue Management solutions to Airlines. Revenue Management was introduced in the airline industry in the 60's after the market was de-regularized. This is a field in constant evolution using state of the art scientific solutions coming from intense worldwide research work as well as the latest IT techniques to make possible the most complex algorithms.

A Revenue Management System takes inputs from the Revenue management analysts to influence the system with business information that the system does not have as well as to materialize in the system his own business strategies. For example, the user may authorize the Revenue Management to lower the price on a given market to make more volume and counter a particularly aggressive Low Cost carrier.

Main Responsibilities

The apprentice/ intern would participate in evaluating and prototyping the Drools rule engine in the context of our application. Drools is a de facto Business Rule system standard written in Java from the JBoss project and strongly supported by Redhat.

In our current system, our in-house Business Rule system has 2 limitations:

- Criterion selection which is too constraints
- Rule selection Engine which is not intuitive for users

On the functional side, the apprentice/ intern will explore ways to integrate the flexibility of Drools in our business workflows. On the technical side, the apprentice/ intern will help the team to prototype the integration for our C++ application with this Java module.

Requirements

The candidate should have knowledge and experience with Object Oriented programming.

The candidate should have good communication skills.

The candidate should have a good level in English.

Please apply online:

https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=65605&company=AmadeusProd&use_rname

Apprenticeship/Internship: Account monitoring dashboard (65578)

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Team Description

Amadeus Revenue Accounting enables airlines to track all passenger sales revenues in real-time, facilitating strategic decision-making, and maximising their productivity by automating many revenue accounting processes.

It is part of the Amadeus Financial Suite which represents a significant potential for diversification and company growth.

You will be part of the Accounting Core processes team, in charge of the financial accounting of the airline transactions and their reporting.

Main Responsibilities

The Amadeus Revenue Accounting offers a set of reports allowing the airline to monitor their financial performance. However, these reports only allow to have a static view of the customer assets and liabilities.

During your internship you will participate in the design and development of a prototype allowing to monitor the evolution over time of the money stored on the different airline accounts. The aim of this tool will be for the airline to detect abnormal financial movements.

- Definition of the requirements based on discussions with the Marketing teams
- Specifications writing
- Technical high-level design
- Implementation (Back-end & UI)
- Validation
- Demonstration to stakeholders (Iterative approach following “Agile” principles)

The implementation can be done using the technical stack considered as the most appropriate by the candidate to answer the requirements and the technical constraints (handling of a large volume of data (100 GB approx. per customer), acceptable response time, drill down possibility, data visualization capability, dashboards, etc.).

Please apply online:

<https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=65578&company=AmadeusP&rod&username>

Apprenticeship: Automatic Error Tracking (63788)

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Team Description:

The internship will take place in the Front Office and Reservation (FOR) Division. This division is responsible for developing and deploying web-based applications for corporations (self-booking tools) and travel agencies.

The Quality and Delivery Services department of Amadeus is responsible for the quality and the deployment of the application on customer facing environments. It covers as well test automation, methodology and tooling.

In this context, the ANR team is responsible for providing the test automation infrastructure as well as the automation of manual tests, their execution and best practices around the test automation.

Main Responsibilities:

The aim of this internship is to raise automatically alerts based on test execution and logs.

When a test is executed, logs can be parsed to understand if a problem occurred, where the problem comes from. Subsequently a ticket can be created with proper information and attachments.

A knowledge base should be created to avoid duplicating records that are all due to the same error.

The tool should be plugged on a tool: Win@proach

Requirements:

It would be necessary to have at some experience in UML, Spring, Java/Groovy, JavaScript, Angular JS, SQL database knowledge.

Good Communications skills

Student is expected to be quick to learn, have some autonomy.

A basic knowledge of Jenkins and Maven would be appreciated.

Please apply online:

https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=63788&company=AmadeusProd&use_rname

Internship/Apprenticeship: Search API (63120)

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Team Description

The **Search, Shopping & Pricing** (SSP) product engineering group serves the core Distribution business of Amadeus as well as Airline IT e-commerce business and the Rail IT and Travel Intelligence new businesses. We are responsible in particular for the travel Search and Shopping products, enabling users to find and price travel options made from the offerings of full-service carriers, low-cost carriers and rail-ways. It is a multicultural division of 370 people, spread over Nice, Boston and Bangalore.

The key responsibilities of the SSD (former AS1) team is to integrate wisely MasterPricer and Schedule Availability transaction into the Amadeus online products (AeTM, SELC/SECO, ARDW, AeRE, XML customers).

Beside this the team is in charge of the TravelShopper component being a generic and customizable shopper. TravelShopper provides advanced features about transactions orchestration and content aggregation. This component is a key piece as soon as multi-content shopping is in scope. In other words TravelShopper gives access to Amadeus GDS content, other GDS, LCC content (TravelFusion, LACA/ATAC, LC2A) and rail content through a unique and unified shopping interface.

Main responsibilities

The trainee will propose a state to of the art REST json search API for flight travel. The API will allow easy integration of flight search in mobile apps and websites. On top of the API design and implementation the trainee will have the opportunity to create additional business logic hiding the complexity of the search algorithms to the mobile app developer.

Requirements

Java, object oriented design, XML, json, REST, http2.0

Please apply online:

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Internship/Apprenticeship: Search Ranking Models (63116)

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Main responsibilities

The internship will focus on finding mathematical models for the ranking of travel recommendations for a specific travel. The internship will analyse the existing models, propose new optimized models, create a proof of concept and design and implement the models.

He will then experiment with those models to see how they behave with real world data.

Requirements

Java, object oriented design

Mathematics

Business Intelligence

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Internship/Apprenticeship: Air & Airport Content aggregation (63115)

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The SSA team is part of the SSP group, and focus on integrating Flex and Award Pricer transactions into the Amadeus online products (AeRE, ARD, XML customers, and Web Services customers).

The team does not only ensure the Revenue and Redemption flow follow-up within the Booking Engine, but also provides key features such as the localization, or the parallelization of central system services calls. Generally the team builds additional business logic, airline oriented, on top of the central system products. This business logic benefits to the UI customers (PINext, WDS, ARD Web) but also E-retail XML customers, and soon Web Services customers (through the implementation of Business Web Services). The team also serves customers having their own Internet Booking Engine, by delivering the Central System Flex Pricer functionalities directly through granular Web Services.

Main responsibilities

The trainee will propose a state to of the art REST json search API for flight travel. The API will allow easy integration of flight search in mobile apps and websites. On top of the API design and implementation the trainee will have the opportunity to create additional business logic hiding the complexity of the search algorithms to the mobile app developer.

The trainee will study and develop a Shopping Web Service aggregating Airport content (activities, services, goods) to standard Airline content

The study part will consist mainly in market research in the airport content distribution area:

- What content do airport propose and how they distribute it.
- What are the existing Open APIs proposed for that?
- What is the market size for different type of content / geographical area?
- What benefit can be expected from integration of the airport content into Fare Shopping products.

The development part could consist in prototyping a Shopping Web Service orchestrating Amadeus Fare Shopping web services and one or several Airport Open APIs.

Generally progressing on the subject will require interaction with innovation team, commercial team, and development team.

Requirements Java, object oriented design, XML, json, REST, http2.0

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