

Packmatic GmbH - Packaging Industrie



We are digitalising one of Europe's largest and most heavily regulated industries. The packaging industry has a market volume of several hundred billion euros and is under enormous pressure to act due to new regulations such as PPWR, EPR and EUDR. With Packa, we have built the first end-to-end SaaS platform for intelligent packaging management - in high demand, well-funded and growing fast.

Working Student - Technical Onboarding (f/m/d) | B2B SaaS | Berlin (hybrid)

City: Berlin; Starting date (earliest): At the earliest possible; Remuneration: 18

Tasks

- You support the technical onboarding of new customers: preparing, mapping and verifying data from ERP systems, CSV/Excel files and SFTP.
- You help run gap analyses of customer data structures and ensure a clean, complete migration into Packa.
- You handle support during the onboarding phase: responding to emails, triaging tickets, and looping in Engineering or our packaging specialists where needed.
- You support tenant/user configuration and the preparation of onboarding workshops and training sessions.
- You contribute to our "Packademy": building out training content, formats and self-serve resources.
- You feed back what you see during onboarding to Product, helping shape what gets built next.

Requirements

- You are studying Business Informatics, Computer Science, Data Science or a similar field with clear IT affinity.
- You're confident working with data in CSV/Excel and keen to understand how systems connect — first exposure to SFTP, ERP or APIs is a plus, not a must.
- You can make sense of a dataset, notice when something doesn't add up, and sort it out on your own.
- You communicate clearly and directly internally and externally — e.g. with a packaging buyer, a customer's IT manager, or a Packa software engineer.
- No packaging knowledge required — you'll learn that with us.
- You're comfortable building as you go: processes here are evolving, and you'd rather improve them than wait for them to be perfect.
- Fluent in German and good English.
- You are based in Berlin (or nearby).

What we offer

- Ownership: You take on real responsibilities from day one and work closely with an experienced, highly motivated founding team.
- Learning curve: You learn SaaS onboarding, data integration and customer communication hands-on — with a real area of responsibility, not just busywork.
- Hybrid working: You will work in a great office in Berlin-Prenzlauer Berg.
- Flexibility: Flexible hours around your studies — 15-20 h/week, starting as soon as possible.
- Appreciation: We believe in fair compensation and you will benefit from a clear path for growth and development.
- Impact: Your work directly helps new enterprise customers go live on Packa.

Application

Hey fellow students,

we are excited to meet you. Please reach out with your CV to people@packmatic.io.
We are looking forward to talk to you.

Beste regards
Luise

More information at <https://stellenticket.de/204795/HTWB/>
Offer visible until 25/07/26

