



## CSC Career *Confidential*

### Julia Maus

By Jeff Lyons, senior copywriter and public relations manager, CSC



*Julia Maus was interested in working for a global company. She was new to the field of domain names, cybersecurity, and online brand and fraud protection, but thanks to thorough training from CSC and help from her teammates, she's thriving in her new career.*

#### What is your title, and how long have you been with CSC?

I've recently been promoted to a service leader for the DACH and IT regions, but I started as a *client service partner* in CSC's office in Wiesbaden, Germany back in December 2020.

#### How did you end up at CSC?

I was a travel agent and was looking to try something new while working for a global company. I was specifically interested in working for an internet company. I searched internet companies and found CSC and their Digital Brand Services business, and it looked really interesting. I contacted CSC, interviewed, and found my current role.

#### What does your typical day look like?

Every day is really different. I'm always checking my inbox for urgent requests from clients for domain registrations. I take calls from clients and work with them in chat. Our group also works closely with the Project Team and contacts clients about industry changes. We have team huddles where we talk about what's coming up next, and there's always something new to learn.

#### What kind of support did you receive when you started at CSC?

I worked closely with the senior client service partner on our team, as well as the Sales Team and Strategic Account Management Team. I also received a lot of support from my leader and still do. And while I'm based in Germany, our teams in France, U.K., and the Nordics also help us a great deal.

#### What do you like best about working at CSC?

Lots of things! The people are really open, and you can grow with the company because there are so many different roles. You have flexibility to work from home. And the industry never sleeps. You learn new things every day, which always makes work interesting. There's also the opportunity for training, so you can learn new skills. I recently took some courses on Excel and Outlook, not just for my domain work, but also for my own organizational skills.

*The people are really open and the company is stable. You're able to grow with the company because we have so many different roles and we get a lot of support from our leaders.*



### What surprises people when you tell them about your job?

They're surprised to find out that I work with domain names and want to know how I learned how to do my job. They want to know if specific education was required. We go through a really good internal training program before clients are assigned to us. CSC teaches us everything we need to know to get us prepared and comfortable in our roles and allow us to deliver on Our Customer Promise.

### As busy as you are at work, how is the balance between work and life?

Our work hours are flexible, and I have a good work-life balance. There's a lot of time outside of work to follow the interests and hobbies you want to keep up with. I can meet friends after work, or sometimes our team goes out to dinner together. I love to run and spend time outside and have time to do that. And I spend lots of time with my family and our dog.

### What advice would you give someone who wanted to join CSC?

Don't hesitate to ask questions and learn as much as you can. We're always happy to help each other. We're a strong team and work closely together. Teamwork is very important. And I'd tell them to stay motivated, be positive, and be honest. Being genuine is one of Our Values here.

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If you're eager to work with cutting-edge technology in the domain, cybersecurity, and brand protection field, consider joining CSC. Our collaborative teams support each other and deliver top-tier customer service in a career with lots of growth and learning potential. Learn more at [cscglobal.com/careers](https://cscglobal.com/careers).

