

Software Engineer Intern

Boston, MA

Come build the future of conversations & commerce

At Drift, we create conversations that make our customers successful. We want engineers who are ready to tackle some of the most meaningful problems in the industry—from building adaptive AI for bot-supported conversations, to designing next generation chat experiences, to bridging the gap between old and new ways to buy. We want you to join us as we change the global buying experience.

Our interns/co-ops are full-time engineers. They have full deploy access and push code into production from day two. Everyone gets to work on tough technical challenges, like building an automation routing audit log, building 2-way data integrations, or making easy-to-understand error messages for our Sales and calendaring tools!

You will:

- Steer the success of our product in our broad culture of autonomy. You have the authority and responsibility to make things happen
- Become fluent in a wide range of systems, processes and technologies. Your team will own problems from end-to-end
- Create new relationships across the organization in sales, customer success, marketing
- Uphold our [Drift Leadership Principles](#) and be the teammate you want to work with

You may be fit for this role if you:

- Enjoy working on the frontend, backend, or anywhere it takes to solve problems and delight customers
- Have some programming experience (either in class, in your personal time, or at a job). We work mostly in JavaScript/React, Java, and Python. However, languages can be learned: we care more about your general engineering skill than knowledge of a particular language or framework
- Take pride in creating results quickly by breaking projects down. We execute on small pieces to generate visible results and get customer feedback
- Enjoy working with a diverse group of people with different expertise
- Can put yourself in the shoes of our customers to unite design & code and craft fantastic experiences
- Uphold quality standards in engineering, security, and design

You might work on:

- Creating Infrastructure that processes billions of messages a minute to extract buyer intent and priority for conversations
- Developing complex machine learning models to help website visitors get connected with the right person as fast as possible
- Building tools to trace and visualize any message ever sent so customers can zero in on giving the best buying experience
- Turn our customer success team and salespeople into data superheroes with data ops automation and slack commands

Who you'll work with:

Whether you're an intern or a principal, you will get to work on hard problems together. We want you to bring out your unique experience and specialities!

- [Tommy Hu](#), Tech Lead, joined June 2017. Tommy leads the Drift Videot team, and has done a ton of work in Drift chat functionality.



- [Maggie Crowley](#), Director, Product Management, joined Dec. 2017. Maggie & her team own our bot features and built the interaction flow we use today.

What's it like to work at Drift?

At Drift, we care about people. We want to delight our customers every day and look to them as our biggest source of motivation and feedback. We come in each day ready to build the things they need, and sometimes that means changing plans on a dime. We care about each other and are each other's biggest hype machines. We are hungry for growth, both as a company and as individuals. We thrive on feedback, and seek to level up every member of the team through mentorship and learning opportunities. We are driven by our ability to operate autonomously, deliver value daily, and share learnings with each other. We know that failure is an important part of the process and see it as an opportunity to grow and better serve our customers and ourselves in the future. We show up ready to do whatever it takes to get the job done, whether it means asking for help, going beyond our technical know how, or breaking down ambiguous problems, we're here for it.