



## 2026 Youth Overseas Internship Program Internship Position Description Form

### Part A. Organization Information

*(To be completed once per organization)*

#### 1. Organization Name:

Universal Processing

#### 2. Organization Overview:

Since 2003, Universal Processing has dedicated itself to growing the unique needs of small and medium-sized businesses by putting people before profits. Differentiated from the major credit card processing providers, uP's consultants and support team speak the languages its clients speak, and the business focuses on ingenious customer service, care, support, and reasonable pricing.

Today, the Company successfully serves 22,000 clients across the nation. Within 10 years of business, the Company emerged as one of the fastest-growing payments processing companies in the U.S. Nominated as the best ISO of 2024 by ETA and awarded as a Growth Accelerator in CO-100 and Inc. 5000, the Company is soon to become the second AAPI owned payment processor company in US history. In February 2024, Universal Processing changed its branding to Let's Go uP, to commemorate its legacy and evolution.

#### 3. Type of Organization: Private Company NGO Public Sector

Research Institute  Other: \_\_\_\_\_

#### 4. Industry / Field:

- Manufacturing
- Transportation and storage
- Accommodation and food service activities
- Information and communication
- Financial and insurance activities
- Professional, scientific and technical activities
- Administrative and support service activities





- Public administration and defense; compulsory social security
- Education
- Human health and social work activities
- Arts, entertainment and recreation
- Other service activities

**5. Website / Social Media:**

[www.letsqoup.com](http://www.letsqoup.com)

**6. Address / Location:**

HQ - 215 W 40th Street, 7 & 8th Floor, New York, NY 10018

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## Part B. Internship Position Information

*(Please complete one section per internship position.*

*If offering multiple positions, please duplicate this section as needed.)*

### 1. Internship Title & Vacancies

- **Official Internship Title:** Sales Operations Intern (Based in Taxes)
- **Number of Openings:** 1

### 2. Internship Details

- **Duration (Start Date – End Date):** 2026/6/1-2026/8/31
- **Working Hours per Week:** 40 hours
- **Type of Internship:**  Project-based  Rotational  Research  
 Administrative  Other: \_\_\_\_\_

### 3. Key Responsibilities

- The intern will report directly to the Sales Operations Coordinator and work closely with the Vice President of Operations, both of whom have extensive experience with using CRM systems and managing sales processes.
- Assist in maintaining, cleaning, and integrating sales and operations data from multiple sources, ensuring accuracy and reliability in CRM systems and other databases.
- Collaborate with Sales, Customer Service, Technical Support, Marketing, and other internal teams to facilitate cross-functional initiatives.
- Assist with documentation of sales processes, workflows, and standard operating procedures, and provide guidance to team members on documented processes as needed.
- Participate in projects such as market research and data analysis that improve operational efficiency or enhance sales insights.

### 4. Learning Objectives & Expected Outcomes

The intern will learn how to collect and interpret various data sets, collaborate with internal teams, and how the sales cycle is conducted from start to finish.

As a Sales Operations Intern, the intern will gain hands-on experience supporting sales processes, managing data, and assisting cross-functional teams to keep operations running smoothly.





Depending on their interests and skills, they may also have exposure to data analysis, industry research, and reporting. Interns will receive immediate feedback on each task, as well as biweekly 1-on-1 sessions/evaluation.

Training and Mentoring - the Sales Operations Coordinator will provide training on the tools we use, including Salesforce, Google Suite, Excel, and others as applicable. They will also receive on-the-job training in industry research, data cleaning, data analysis and visualization, and reporting.

This position also provides opportunities for interns to enhance their communication skills through cross-functional collaboration and exposure to client-facing tasks

### 5. Supervisor/Mentor Information

- **Name / Title:** Jinzhao Liu / Vice President, Operations

### 6. Qualifications & Requirements

- **Required Academic Background:** Should be studying a Bachelor's Degree or above.
- **Required Skills / Languages:** Bilingual proficiency in Mandarin-Chinese is preferred but not required
- **Preferred Skills / Experience:**
  - i.Detail-oriented with strong organizational skills.
  - ii.Analytical mindset and comfort working with data.
  - iii.Proficient in Microsoft Excel or Google Sheets.
  - iv.Interest or familiarity with Salesforce or other CRM systems is a plus.

### 7. Compensation & Benefits

- **Salary / Allowance:** USD \$2000 per month +monetary Bonus option at internship end contingent upon performance
- **Accommodation / Transportation / Meals Provided:** N/A

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## Part B. Internship Position Information

*(Please complete one section per internship position.  
If offering multiple positions, please duplicate this section as needed.)*

### 1. Internship Title & Vacancies

- **Official Internship Title:** Software Engineering and Cyber Security Intern  
(Based in New York)
- **Number of Openings:** 1

### 2. Internship Details

- **Duration (Start Date – End Date):** 2026/6/1-2026/8/31
- **Working Hours per Week:** 40 hours
- **Type of Internship:**  Project-based  Rotational  Research  
 Administrative  Other: \_\_\_\_\_

### 3. Key Responsibilities

As a Software Engineer and Cyber Security Intern at Universal Processing, the Intern will work closely with the development team for software development, enhancement, and testing.

Primary Responsibilities:

- Conduct comprehensive functionality testing of our SaaS software to ensure features work as intended
- Perform security testing to identify vulnerabilities and ensure compliance with security best practices
- Design, develop, and maintain automated test scripts to improve testing efficiency and coverage
- Document test cases, test results, and identify issues in detail
- Collaborate with the development team to reproduce, troubleshoot, and verify bug fixes
- Participate in code reviews for test scripts and contribute to testing best practices
- Assist in regression testing for new releases and updates

### 4. Learning Objectives & Expected Outcomes

- Software Development and Testing
- Cybersecurity measures
- Cross-functional collaboration and communication





## 5. Supervisor/Mentor Information

- **Name / Title:** Lewis Lin - Chief Technology Officer

## 6. Qualifications & Requirements

- **Required Academic Background:** Should be studying a Bachelor's Degree or above.
- **Required Skills / Languages:** Bilingual proficiency in Mandarin-Chinese is preferred but not required.
- **Preferred Skills / Experience:**
  - i. Current students pursuing Bachelor's degree or Master's degree.
  - ii. Proactive, can-do attitude, aiming for excellence.
  - iii. Excellent communication skills, with a desire to learn in an entrepreneurial and fast-paced environment.
  - iv. Able to take initiative to solve problems effectively.
  - v. Self-motivated to learn new systems.
  - vi. Able to accomplish tasks before deadlines and be detail-oriented.
  - vii. Able to work efficiently as part of a team and as an individual.
  - viii. Proficient with MS Excel and Word.
  - ix. Bilingual Chinese preferred.

## 7. Compensation & Benefits

- **Salary / Allowance:** USD \$2000 per month +monetary Bonus option at internship end contingent upon performance
- **Accommodation / Transportation / Meals Provided:** N/A

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## Part B. Internship Position Information

*(Please complete one section per internship position.  
If offering multiple positions, please duplicate this section as needed.)*

### 1. Internship Title & Vacancies

- **Official Internship Title:** Graphic Design Intern (Based in New York HQ)
- **Number of Openings:** 1

### 2. Internship Details

- **Duration (Start Date – End Date):** 2026/6/1-2026/8/31
- **Working Hours per Week:** 40 hours
- **Type of Internship:**  Project-based  Rotational  Research  
 Administrative  Other: \_\_\_\_\_

### 3. Key Responsibilities

The Graphic Designer Intern at Universal Processing will support our creative team by assisting with the creation of digital and print designs that meet our company's needs. The intern will have the opportunity to learn how to bring different creative projects from conceptualization to execution.

Primary Responsibilities:

- Produce compelling graphics and visual material for a digital first audience using a blend of your skills in design and marketing across various marketing channels including web, mobile, email, social media, digital, print and others as required.
- Project managing assigned requests, ensuring they are delivered on time and to spec.
- Ensure all visual communication is aesthetically pleasing and on brand.
- Consistently identify needs that clients may need to recognize and ensure approaches and solutions are linked to objectives and future needs.
- Consistently manage client expectations, ensure the highest quality service delivery, and solicit and act on client feedback

### 4. Learning Objectives & Expected Outcomes

- Digital and Print Design
- Website Designing
- Cross-functional collaboration and communication

### 5. Supervisor/Mentor Information





- **Name / Title:** Aris Gao / Vice President, Technology

## 6. Qualifications & Requirements

- **Required Academic Background:** Should be studying a Bachelor's Degree or above.
- **Required Skills / Languages:** Bilingual proficiency in Mandarin-Chinese is preferred but not required
- **Preferred Skills / Experience:**
  - i. Marketing, or Web Design are encouraged to apply!
  - ii. Passion for graphic design & social media
  - iii. Computer design software and graphics or photo imaging software (e.g. Photoshop or Adobe Illustrator)
  - iv. Fluent Chinese speaker preferred

## 7. Compensation & Benefits

- **Salary / Allowance:** USD \$2000 per month +monetary Bonus option at internship end contingent upon performance
- **Accommodation / Transportation / Meals Provided:** N/A

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## Part B. Internship Position Information

*(Please complete one section per internship position.*

*If offering multiple positions, please duplicate this section as needed.)*

### 1. Internship Title & Vacancies

- **Official Internship Title:** Sales Intern (Based in New York HQ)
- **Number of Openings:** 1

### 2. Internship Details

- **Duration (Start Date – End Date):** 2026/6/1-2026/8/31
- **Working Hours per Week:** 35 hours
- **Type of Internship:**  Project-based  Rotational  Research  
 Administrative  Other: \_\_\_\_\_

### 3. Key Responsibilities

The Sales Intern role is an onsite position. This position will work closely with our sales department to gain hands-on experience in developing leads, building relationships with potential clients, and learning the fundamentals of sales strategies. The ideal candidate will have exceptional communication skills, be goal-driven, and results-oriented.

Primary Responsibilities:

- Gather leads, conduct cold calls, and schedule appointments in order to develop new business
- Engage in conversations with small and medium-sized business owners by introducing yourself and uP products and services
- Obtain business information such as business name, address, current marketing strategies, payment method, sales volume, and current pricing.
- Input lead information into our CRM databases.
- Obtain knowledge of how to use CRM systems to manage client pipelines, relationships, and keep track of leads.
- Gather credit card processing statements for pricing analysis and to understand business financial situations.
- Follow up with potential clients to further engage in business opportunities.
- Assist your assigned mentor in other business development related tasks.

### 4. Learning Objectives & Expected Outcomes

- Payment Processing Sales Process; Sales Database Management





- Cold Calling and Client Handling; Rejection Handling
- Sales and Marketing Skills

### 5. Supervisor/Mentor Information

- **Name / Title:** Leila Li- Vice President, Sales

### 6. Qualifications & Requirements

- **Required Academic Background:** Should be studying a Bachelor's Degree or above.
- **Required Skills / Languages:** Bilingual proficiency in Mandarin-Chinese is required
- **Preferred Skills / Experience:**
  - Strong communication skills, critical thinking, and analytical abilities
  - Ability to be well-spoken and unafraid to liaise with potential clients on the phone
  - Must currently be in university or have graduated from university with a degree in Business, Business Administration, Communications, Finance, Economics, or related field.

### 7. Compensation & Benefits

- **Salary / Allowance:** USD \$2000 per month +monetary Bonus option at internship end contingent upon performance
- **Accommodation / Transportation / Meals Provided:** N/A

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## Part B. Internship Position Information

*(Please complete one section per internship position.  
If offering multiple positions, please duplicate this section as needed.)*

### 1. Internship Title & Vacancies

- **Official Internship Title:** Human Resources Intern (Based in New York HQ)
- **Number of Openings:** 1

### 2. Internship Details

- **Duration (Start Date – End Date):** 2026/6/1-2026/8/31
- **Working Hours per Week:** 40 hours
- **Type of Internship:**  Project-based  Rotational  Research  
 Administrative  Other: \_\_\_\_\_

### 3. Key Responsibilities

The Human Resources Intern is responsible for coordinating and overseeing the administrative duties in our New York headquarters office, in addition to providing support to our HR for operational tasks.

Primary Responsibilities:

- Oversee and support all administrative duties in the office and ensure that the office is operating smoothly.
- Manage office and pantry supplies inventory, placing orders as necessary.
- Take lead in arranging company level events, such as office happy hours, and various company engagement events.
- Manage employee timecard, including time-off reporting, time-off requests, and timecard auditing.
- Perform executive administrative duties such as coordinating meetings and travel for executives.
- Support HR in daily HR operational tasks such as: monthly headcount reporting, assisting in new employee onboarding, and other tasks.
- Assist HR in full-cycle recruitment.

### 4. Learning Objectives & Expected Outcomes

- Office Administration; Executive Assistance
- Full-cycle Recruitment
- Employee Onboarding, Engagement, Human Resources Operations





- Human Resources Reporting

#### 5. Supervisor/Mentor Information

- **Name / Title:** Tania Mazid / Human Resources Director

#### 6. Qualifications & Requirements

- **Required Academic Background:** Should be studying a Bachelor's Degree or above.
- **Required Skills / Languages:** Bilingual proficiency in Mandarin-Chinese but not required.
- **Preferred Skills / Experience:**
  - i. Strong communication skills, critical thinking, and analytical abilities.
  - ii. Ability to be well-spoken and unafraid to liaise with potential candidates on the phone.
  - iii. Must currently be in university or have graduated from university with a degree in psychology, business administration, human resources management.

#### 7. Compensation & Benefits

- **Salary / Allowance:** USD \$2000 per month +monetary Bonus option at internship end contingent upon performance
- **Accommodation / Transportation / Meals Provided:** N/A

