

trivago
Software Engineering Palma

trivagoU - Internship Program

An Introduction

Preface

Hello and thank you for taking the time to read this document!

This document should provide you a better picture of what our team is all about and it also provides details about our trivagoU internship program.

Finally the latter part of the document outlines the steps required to be accepted as part of trivagoU.

PLEASE NOTE: If you are interested in a full-time position in the Software Engineering Palma team please visit the [last page](#) of this document for detailed instructions on how to apply.

What is Software Engineering Palma?

Who is in the team?

This



is the Software Engineering Palma (PSE for short) team*

** We're missing Victor in this photo!*

Team Members:

John Bettiol
Gabriel Garrido
Antonio Ferruz
Moein Akbarof
Bernardo Menéndez
Alejandro García
Julieta Martínez
Bogdan Teodorescu
Daniel Calvo
Jose Navarrete
Thomas Goik
Ester Cobo
Javier López
Miguel Sánchez
Antonio Rodríguez
Adrián Salar
Lukas Lukac
Víctor García
Marco Brea

We're a passionate, noisy, crazy, hard working bunch!

What does PSE offer as their trivagoU internship program?

In PSE we do not believe that interns and full-time employees should be treated any differently, therefore all successful applicants for the PSE internship program will then take part in the “PSE Trial”.

In fact, the Internship program is *almost exactly the same* as working with us full time.

Key differences:

- We work with your supervisor/university to ensure that our “trial process” includes assessment or reports as per their needs.
- All trivagoU members are required to deliver at least one project with full documentation and an included presentation.
- trivagoU members are given extra support from the entire PSE team as we understand that they are new to the field of Software Development.
- At no point do we put trivagoU team members into a situation where they are directly involved in critical areas of development (unless they want this).

Apart from the above, we’ll try our best to help you get “real world” experience and learn the positives and negatives of being part of a software development life cycle.

The rest of this document outlines in-detail our team structure and how you can apply to do the trivagoU internship and what steps there are in the “Trial” phase.

How many internship positions are available?

In PSE we would like to ensure we can provide enough support therefore we are only able to handle a restricted amount of interns at any one time.

Currently our limitation is just 4 at any one time (meaning ~12 per year), but, this will change before the end of 2015 growing to approximately 10 at any one time (40 per year).

Please note that our our acceptance criteria for internships is very high.

What are the pre-requisites?

The main things you need to satisfy to be applicable are:

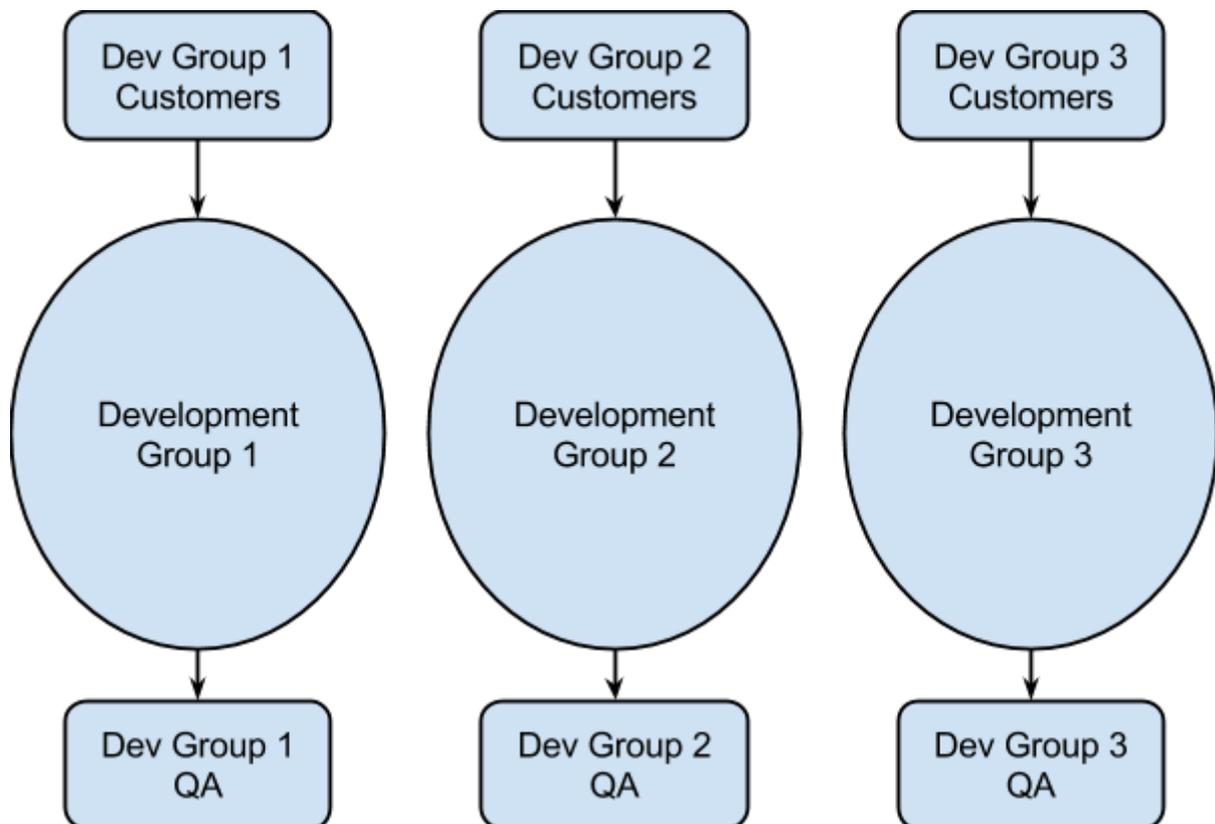
- High level of interest in software development (or other related fields)
- Reference from your university (professor or dean or similar)
- Commitment to take this opportunity seriously
- No obstruction to do an internship in Spain

What is the team structure?

PSE tries to remove as much hierarchy from their processes as possible.

Therefore we heavily rely on our customers (product teams in Düsseldorf) to work on our behalf gathering all of the requirements and getting through the day-to-day challenge of specifying tasks for both features and bugs.

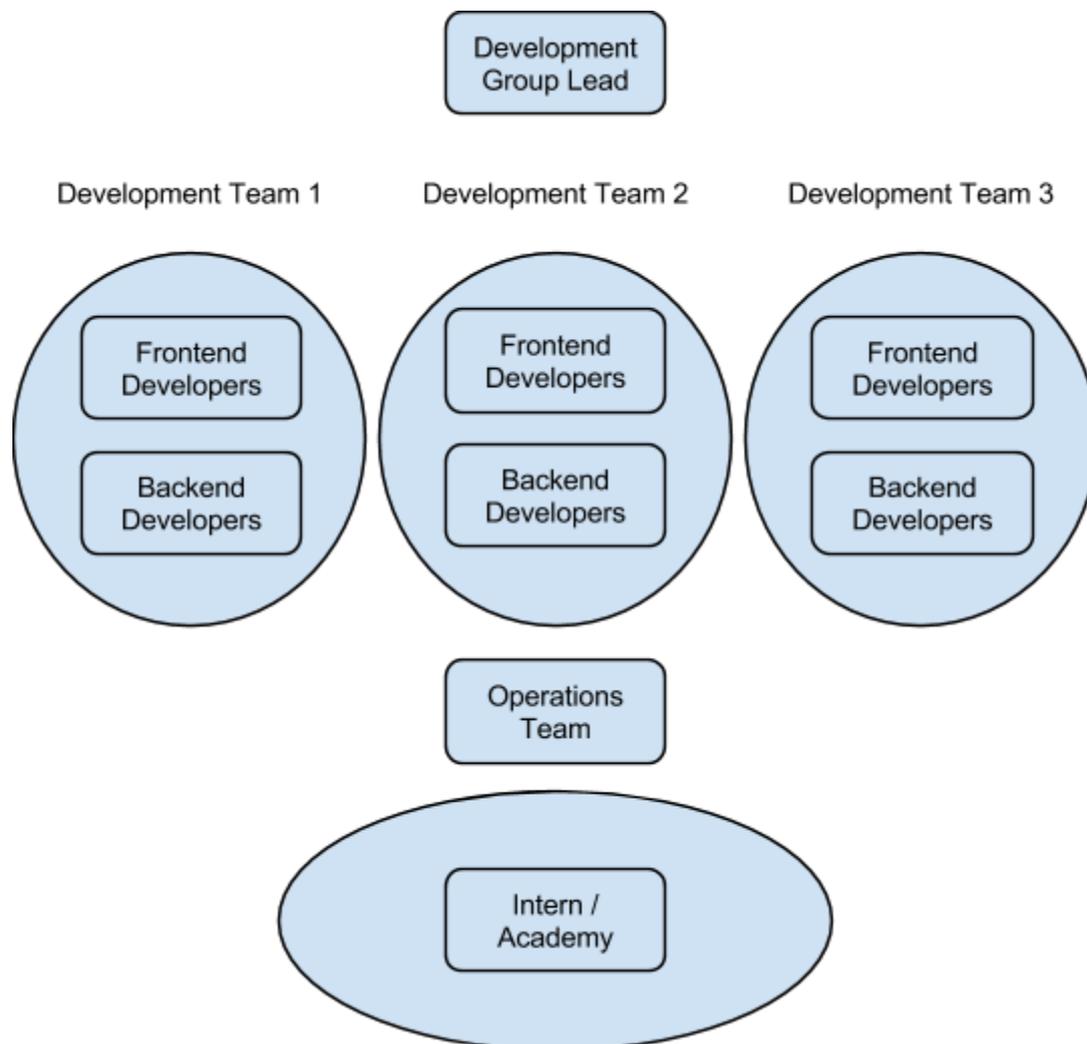
The following diagram is a simplification of how we have separated our team into “Development Groups”. With each group responsible for a set of customers within trivago HQ.



Important things to know about our organisational structure

- PSE is always a “work in progress”, feedback from our customers dictates how we need to evolve.
- Our goal is focus more and more on high quality & on time software development and as time progresses we will streamline and remove any processes that keep us from this goal
- All PSE team members have the opportunity to change to a different development groups once a year (and we will try to make this happen)
- The development group’s lead is responsible to keep each dev team (see next diagram) focused on software while they try to resolve communication and specification challenges.

What is the development group structure?



Important things to know about development groups

- A development group has up to 3 development teams that focuses on a specific project.
- Each development team is self run with rotating leadership responsibilities.
- Operations performs much like SysAdmin and helps the development group with deployment and automation
- Being a group lead means you do very little programming!
- Your salary is *always* directly related to your contribution to the team and your improvement year on year, not your position within the team or how long you've been in the team.
- In ideal circumstances everyone has equal "rank" within PSE, and we must respect other people's ideas.
- Over time, each development group will have it's own internship/academy program where all dev-group team members will try help undergraduates/students get more experience in IT related fields (and they will help us too!).

What does PSE work on?

These are our current platforms and a basic description of what they do and what technologies are used:

trivago price control	<p>This tool is used to aggregate and summarize <i>all</i> trivago performance data for all of their partners.</p> <p>It allows analysis and adjustment of pricing and performance for hotels within trivago's database(s)</p>	<ul style="list-style-type: none"> ● PHP ● Symfony ● twig ● Hadoop ● MySQL ● jquery
trivago customer & website content management	<p>This is an area of trivago that relates to customer relations and customer support with regards to trivago hotel customers and associated websites.</p> <p>It is integral for trivago as it keeps <i>all</i> the relationships with their hotels up-to-date.</p>	<ul style="list-style-type: none"> ● PHP ● Symfony ● doctrine ● twig ● fos ● angular ● MySQL ● jquery
trivago community	<p>This is a rewards system that allows people to complete tasks (to fix trivago data/information) for monetary gain.</p>	<ul style="list-style-type: none"> ● PHP ● Symfony ● twig ● MySQL ● jquery
trivago content & community administration	<p>There are backend websites for trivago employees to manage the trivago community platform and also all of the content shown on trivago.com</p>	<ul style="list-style-type: none"> ● PHP ● Symfony ● twig ● fos ● angular ● MySQL ● jquery
trivago data retrieval	<p>This is a specialized platform that allows trivago to extract information from their partners (ie most trivago partners do not have an API so we need to download information directly from their website)</p>	<ul style="list-style-type: none"> ● PHP ● Symfony ● gearman

We are involved in far more projects but these are our major responsibilities.

What kind of people are we looking for?

The PSE team is growing *fast*. And with this we have a few areas that we need more support in. Those are:

- Frontend Development (Angular / javascript / css / UI / UX)
- Backend Development (PHP / MySQL / Symfony)
- Technical Administration / System Administration (Linux / FreeBSD)
- MySQL Leadership (we need a guru)
- Automated Testing (we need a guru)

If you are interested in one or more of these fields you'd be a great addition to our team.

For our trivagoU applicants we realise that you might not yet know what you like to do, this is your chance to try a little bit of everything!

What kind of benefits do we offer?

"Our primary goal is to do everything we can to make your experience with us enjoyable and fulfilling. We know that people in IT do not stay with the one employer forever, therefore our goal is to ensure that your time with us is an enjoyable, challenging, learning experience." John Bettiol, PSE Development Head

PSE specific benefits are:

- Team member specific motivation and training guidance.
- Shared responsibility and rotation of focus area
- Flexible work hours (although overtime is frowned upon!)
- Focus on your career (ie helping you grow whilst working with us)

As PSE works within the "trivago Innovation Center Palma" office we get quite a few trivago related perks, those being:

- Monthly team events (eg: go karting, boat cruises, cooking night)
- Fully stocked kitchen (breakfast, juices, coffee, tea, beer)
- Relaxation room (kicker, pool, air hockey, X-Box)

Why wouldn't I want to work in PSE (or join trivagoU)?

Working in PSE is not always utopian dream as the above might suggest!

Here are some things that can be a challenge:

We are very noisy

Although “we’re working on it”™ our office is open-planned and quite a noisy place. This is because our teams practice an “open communication” policy. It can be hard for people who are used to being in a quiet environment. On the plus side, we all try *extremely* hard to resolve challenges *together*.

Working from home is not “our thing”

Being distant from our HQ poses enough challenges that we can't really support team members working separate from each other.

Our distance from Düsseldorf can make things frustrating sometimes

There can be some *extremely frustrating* days where internet, telephones, databases *everything* doesn't seem to work. It is a challenge but we make it work.

Not everything works to plan

It is hard to work on highly technical projects that have HUGE impacts on trivago's day-to-day operations. We all make mistakes, the key is to learn, recover and move forward when we stumble.

We're overly social

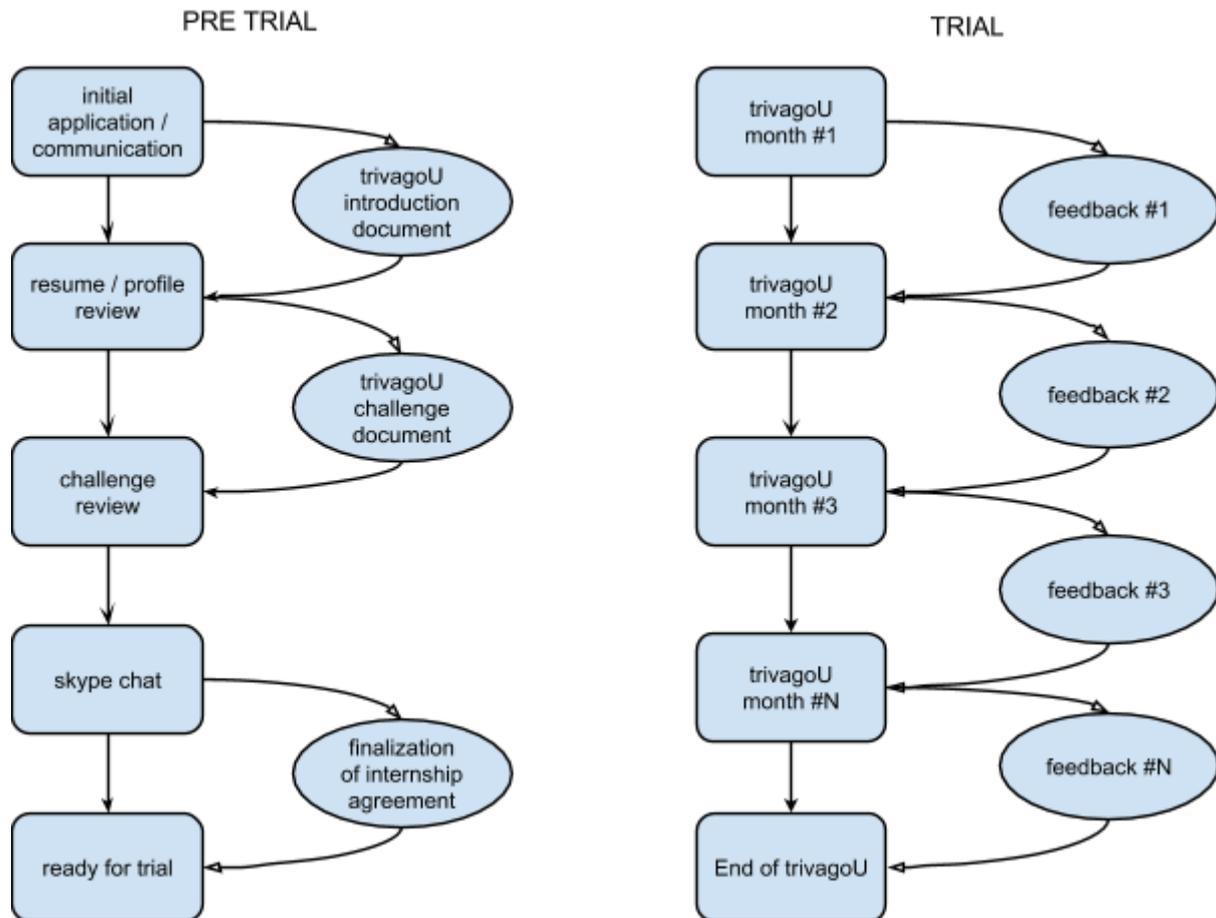
Our team is sometimes suffocatingly social, this is a great thing for those of you who like to go out and share your experiences and make new friends. However it can sometimes be difficult for people who are used to a more private, quieter after-work life. Your contribution to the team *during work hours is what matters most*. We'll still try and include you with our crazy social events, but, it is important you feel comfortable being “who you are” and we need to respect your individuality.

We are travelling this journey together

The PSE team started out as an experiment, and it *still is* an experiment. We will always work on new ideas and processes to strengthen our weaknesses and capitalize on our strengths. It is also *extremely* important that, as we mature within the team, we reflect on what works and what doesn't even if that means sacrificing some things to reach the next level of our development. We're not perfect!

How does PSE accept trivagoU applicants?

The following diagram illustrates the PSE trivagoU onboarding process:



The **PRE-TRIAL** process is all about learning about you, giving you a challenge, assessing the challenge and talking to you about what it is like to work in our team and if you are really sure you want to join.

You can do this in your personal time and there is no time limit.

The **CHAT** is a simple skype call where we talk with you and try to convince you not to join our our internship program. This is intentional as we want to be honest about all the negatives that are part of being in our team. We definitely want you to make the decision that is best for you.

The **TRIAL** part is more about giving you some challenging side-projects that let you learn more about our technologies and about how we work together.

For the trial you will be provided accommodation and flights to come and move in with us in Palma (if you are living outside of Mallorca).

We will all work hard to help you succeed.

Each 4 weeks we sit together and talk about whether we are both happy (it is more about whether the team fits with you, and whether you fit in the team). Your happiness is very important during this phase as we use the time to test your skills and limitations.

How do you apply for the trivagoU internship program?

To apply to trivagoU you need to send us an email with the following information:

To	jobs@trivago.com
Subject	PSE trivagoU Internship
Message Body	
Introduction	(a very short hello!)
Reference (This does not need to be written in English)	A letter of reference (with contact details) from a university superior (eg professor / dean) vouching for your ability and interest to join the trivagoU program
Citizenship / Ability to do internship	Please let us know that you are eligible to do an internship in Spain, (or if a visa is necessary)
Educational History & Experience	Please try to provide us with enough information about projects you've worked on, what you've already studied and what your IT related interests/skillsets are.
Linkedin link (optional)	Preferred over resume (submit a resume if you don't have a linkedin page)
Portfolio links (optional)	Include links to anything of relevance including blogs, stackoverflow or github

PSE will only be able to process your application if you fill in the above information!

From this information we'll be able to get back to you with whether we are able to include you into the pre-trial phase of our internship program.

Applying to join PSE (not for trivagoU internship program!)

To apply to the PSE team you need to send us an email with the following information:

To	jobs@trivago.com
Subject	Jobs in PSE
Message Body	
Introduction	(a very short hello!)
Citizenship	Please confirm that “you are able to work in Spain”
Linkedin link	Preferred over resume (submit a resume if you don't have a linkedin page)
Portfolio links	Include links to anything of relevance including blogs, stackoverflow or github

PSE will only be able to process your application if you fill in the above information!

From this information we'll be able to get back to you with the “PSE Introduction” document that outlines our team and how we work together. From there we work with you to figure out if you'll be our next fantastic team mate!