

# NORDSTROM

## Nordstrom Summer Interns Share Their Experiences

July 28, 2022

At Nordstrom, we want to be a place where our people can build long-term, rewarding careers. The environment and relationships we build with our people play a pivotal role in making Nordstrom a place where every employee is welcomed, respected, appreciated and able to be themselves.

We also recognize the value diversity brings to our company and communities, which is why we're focused on contributing positive change with our employees and stay committed to building a diverse workforce across all areas of the business.

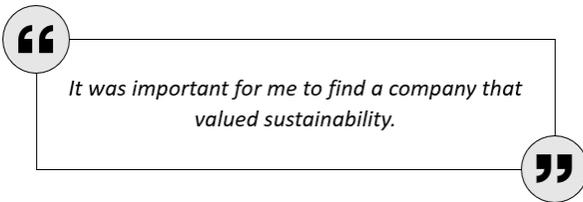
Every year, we host more than 200 interns for our Early in Career Program. The program provides entry-level talent from diverse backgrounds with the opportunity to work across different areas of the business.

This year, we hosted interns across business units including tech, corporate and sales. We talked to two summer interns about their experience at Nordstrom, the skills they've gained and the importance of working for a company that aligns with your values.

### April Willis, NYC Flagship, Handbags & Accessories

#### **Tell us about your role at Nordstrom.**

I am the retail management intern in the accessories department at the Nordstrom Flagship location in NYC. I have been working alongside my managers for the last seven weeks learning from their excellent leadership and experience.



#### **What made you decide to join Nordstrom?**

I am very passionate about sustainability and lessening the footprint that fast fashion leaves. So, in my search for an internship, it was important for me to find a company that also valued sustainability. It was great to learn that along with having the responsibility of serving its customers, Nordstrom also does their part to be sustainable and address the immense issues that our planet is facing due to clothing waste.

#### **What has your experience been as an intern?**

My experience at Nordstrom has been incredibly fulfilling and fun! As an apparel and textiles major at Kennesaw State University, I have been able to apply what I have learned in a college classroom to a real-life working environment. I value that we've gotten to experience more than just the management role—I have been able to work alongside the visual merchandising team, creative projects, and inventory control teams and learn exactly what goes into the customer experience. This internship has provided me with skills like leadership, customer service, merchandising, and communication that I can apply to future opportunities.

#### **If you were to describe the company culture in three words, what words would you give and why?**

As an intern, I've experienced Nordstrom's company culture through all the people that work here. Everyone has embraced me with open arms and have been there to help every step of the way. If I were to describe Nordstrom in three words it would be innovative, collaborative and fashionable.

### Feroze Porter, Seattle Corporate, Product Management

#### **Tell us about your role at Nordstrom.**

This summer, I am interning in Product Management as part of the Product Detail Page team. Our team is responsible for the Product Detail Pages on all Nordstrom platforms and provides optimal digital experiences. My role is specifically focused on reviews and user-generated content, and I am currently conducting a competitive analysis of the industry to understand the reviews landscape, best players, and how Nordstrom can differentiate our experience to become a leader in this space while improving the customer experience.

#### **What made you decide to join Nordstrom?**

I began my initial journey at Nordstrom in 2017 as a seasonal employee at my local Nordstrom store and was drawn to the company based on the incredible experience I've always had as a customer and my desire to provide that same experience. After leaving the company in 2019 to pursue other opportunities and focus on schooling, I re-joined as a part-time employee in 2020, which led me to apply for the internship program last August. The internship has provided me the opportunity to gain hands-on experience while using technology to directly impact and innovate the digital experience for customers.

#### **What has your experience been like at Nordstrom?**

My experience as an intern has been very rewarding—I've had the chance to connect with many great people across the organization, as well as build strong relationships and friendships with my fellow interns. I've also had a ton of autonomy in pursuing my project which has helped me gauge the PM experience while receiving the appropriate support as necessary. With our internship taking place during the Anniversary Sale, it's been great seeing those efforts ramp up from behind-the-scenes to ensure a successful event for customers.





*As a Nordstrom employee, you are encouraged to bring your whole selves to work and this is represented in the diverse set of employees, personal style choices, and conversations that take place in our workplace.*



**If you were to describe the company culture in three words, what words would you give and why?**

Inclusive, equitable, and empowering. As a Nordstrom employee, you are encouraged to bring your whole self to work and this is represented in the diverse set of employees, personal style choices, and conversations that take place in our workplace. Recently, when Roe v. Wade was overturned by the Supreme Court, Nordstrom was one of the first employers to reinforce their commitment to protecting individuals' personal health decisions, further solidifying our devotion to equity and an inclusive atmosphere. Employees are also empowered to make decisions in the interest of our customer so there is a level of ownership in the work you're performing.