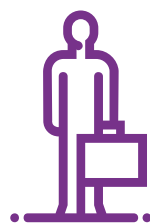


ELBA

A Day in the life of...



Financial
Services



Chief Information
Officer

Barbara Gottardi Chief Information Officer for Channels and Retail Business Banking, HSBC

MY ALARM GOES OFF...

My alarm goes off around 6.15/6.30. I try to get ready before the kids get up and have a coffee alone. If I go to the office, I leave around 7 or before so I can avoid rush hour traffic. I tend to wear smart casual clothes. If I work from home, I get up at a similar time and log on to look at some emails that might have arrived overnight. I wake up the kids and make them breakfast and take them to school around 7.40. If I have calls at 8 I tend to start from the car if the traffic is bad. I get home and back online. If I don't have meetings I try to squeeze in a quick run.

I'M RESPONSIBLE FOR...

I work within the Technology department of the HSBC Retail Banking. I look after a global team of people (around 750) who sit in offices around the world (Mexico, USA, Canada,

HK, China, India). They develop, support and enhance technology solutions used by Bank customers and internal staff (e.g. Branch staff or people in contact centres). My top priority is to ensure that the systems are always up and running, available to our customers and on the latest and secure software patch. I also work closely with the Business department to understand their priorities and review what we need to work on and deliver.

I GOT MY JOB...

I studied Business Administration at the University of Venice in Italy. I also did a Management certificate at the Birkbeck University and some different management courses along the way. I got my latest job internally through networking and recommendations.

AT SCHOOL I STUDIED...

I studied in Italy and I did modern languages at High school (French, English and German). At University I did Business administration which included economics, finance, politics. Some of the subjects do relate to what I do now but not exactly.

MY TYPICAL DAY...

As my kids would describe it...I spend a lot of time on calls and at my laptop! I do, but I have meetings to get people connected and work together. My meetings could be

team updates, steering groups or decision making meetings. If I can I tend to see people face to face but given the coverage it is hard at times. I tend to have a quick lunch and I do have to confess that they are often at my desk.

THE KEY SKILLS I USE IN MY JOB...

People skills above all! I manage people, treat people with respect and ensure they can grow in a safe environment. I practice teamwork – get the people to work as a team. Finance skills – knowing your numbers is really important – learn excel and pivot tables (super helpful).

THE BEST PART OF MY JOB IS...

Getting people together and learning something from them! I like when problems are thrown at me and I get people together to solve them! There are groups of people who can only see reasons not to do things – I tend to thrive on finding what we should be doing and helping people get there.

THE WORST PART OF MY JOB IS...

Sitting in long meetings where people just talk and there is not much action. I also don't like when you try to do the right thing and people clearly have a different personal agenda...can be very frustrating.

MY ROLE MODEL GROWING UP WAS...

My granny – she was very independent and a school teacher for many years! She lived till 100!!!

AFTER WORK...

I try to leave the office at a sensible time and be back home to spend time with the kids. Sometimes it's hard and not possible. On the days I do work from home I go and pick up the kids from school at 4pm and spend time with them. I can then do more work after dinner when they are in bed and connect with my teams in the Americas. I tend to go to bed at 10.30 at the latest, much earlier if I have been travelling or had long days!



MY PLAN B...

A basketball player!