

ELBA

# A Day in the life of...



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## MY ALARM GOES OFF...

My alarm goes off around 7:00am and I normally start my day by doing a quick clean-up of the house, make breakfast for the kids and take a shower, after which I get ready for the day. I normally wear a tailored gown or trousers and a shirt to the office. Sometimes I wear informal clothes to work when I don't have any meetings with clients. Prior to the lockdown, I would take a train to Limehouse station and get the DLR that stops at my office building in Canary Wharf. This normally takes me about 45 minutes door to door.

## I'M RESPONSIBLE FOR...

I am responsible for writing training content for the training courses that we deliver to our customers on the computer – referred to as e-Learning trainings. I am a subject matter expert for credit risk, which means that all training materials related to credit risk must be up to date, reviewed and updated regularly. I also write case studies and real-life borrowing requests, so that bankers can

apply the skills they have learnt in the course. My priorities are to ensure the content is accurate and written in a way that candidates will understand.

## I GOT MY JOB...

I studied Accounting at university and went on to take a Master's degree in Finance from the University of Leicester. When I finished my master's degree, I applied to the international graduate training programme offered by Standard Chartered Bank. There, I worked in different roles, talking to customers and analysing the risk that people will not repay the money they have borrowed – known as credit risk. I spent over 10 years in various credit risk roles in different banks. I learnt about my current position with Moody's on LinkedIn and submitted an application.

## AT SCHOOL I STUDIED...

At school I studied Mathematics, English, Business Studies, Economics, Biology and so on. I chose business-related courses because these were my interests. I knew early on that I wanted to study finance and this is why I chose the subjects I did. Yes, mathematics is pretty important if you want to assess if a customer will repay the Bank money borrowed or not. Although I no longer analyse credit risk, I still need the same skills to teach bankers how to assess these risks.



Financial  
Services



Associate  
Director

## MY TYPICAL DAY...

I am at my desk between 9:00am and 9:30am. I usually start my day by checking my calendar for meetings I have for the day then reviewing my to do list and focus on the most important deliverables for the day.

## THE KEY SKILLS I USE IN MY JOB...

Communication skills are necessary for my role as I constantly engage with different clients to understand what they need for their staff training and implement those changes in their training material. Over time, I have improved my communication skills through practice, and I have also joined different clubs like Toastmasters club to improve my communication skills.

## THE BEST PART OF MY JOB IS...

The best part of my job is having the opportunity to use the different skills that I have developed over the years, building on my experience in

banking, communicating directly with clients and colleagues.

## THE WORST PART OF MY JOB IS...

The worst part of my job is having to manage tight deadlines as clients are very demanding. I manage this pressure by being time-focused and constantly re-prioritizing my work.

## MY ROLE MODEL GROWING UP WAS...

My mum was my role model growing up, because she was very resilient in the face of a lot of challenges. She was a single working mum who balanced work with raising us so effectively..

## AFTER WORK...

I take the DLR from Canary Wharf to Limehouse and the C2C train from there home. My husband picks me up from the station with the kids which is the most fun part of my day. I catch up with him and the kids. We normally have rice for dinner. For fun, we do family game nights, dance offs or we watch a movie together. I usually go to bed around 10 or 11pm.



## MY PLAN B...

Well, I always wanted to write romance novels and if I wasn't in this profession, I would likely be a romance author!