

ELBA

A Day in the life of...



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Analytics company)

MY ALARM GOES OFF...

My alarm usually goes off at 6:00am, however, three days a week I'll be up at 5:30am to do my half an hour workout at home. I'll check my emails and get my son ready for nursery. Depending on whether I have meetings or if I'm just going to be in the office all day I'll either wear a suit or dress smart casual for the office. I walk my son to nursery and drop him for 7:30am, I then take the tube into work so I'm in the office just before 8:30am.

I'M RESPONSIBLE FOR...

In my role, I work with a portfolio (a selection of financial assets) of about 12 clients as well as have two direct reports. My role is to consult with the key stakeholders of my accounts and to understand what goals they are trying to achieve from working with Bureau van Dijk. I then collaborate with them to ensure that these objectives are achieved by using our platforms and services. I also work with my two direct reports and ensure that they have the support they need with their accounts as well.

I GOT MY JOB...

I went to the University of Manchester and I have a BSc (Bachelor of Science) in Psychology. I joined Bureau van Dijk's London office in 2013 as a Business Development Executive, I then moved over to the Account Management team and in 2017 I moved to Bureau van Dijk's San Francisco office. When I came back to work for the London office at the start of 2019 there was an opportunity to create and develop a Customer Success team. My experience of working with clients in both Sales and Account Management put me in a good position to be able to understand how we might be able to help them further.

AT SCHOOL I STUDIED...

For my GCSE's I studied English literature, triple science, History, French, Spanish, Maths,

Philosophy and Critical Thinking. Then for my A-Levels, I studied English literature, Chemistry, Biology and Philosophy. I love languages and speak French so this has certainly helped me in my role. By studying Psychology didn't necessarily relate directly to my job. It certainly did, however, develop my interest in working in a client-facing role and interacting with individuals from different sectors on a regular basis.

MY TYPICAL DAY...

My days vary a lot, I'll start from about 8:30am. My mornings could be spent having calls with clients, (with our marketing,



Financial
Services



Customer Success
Manager

solutions delivery team or a sector specialist) or speaking with Account Managers who I work alongside with on my accounts, providing updates on any pertinent work I've been doing. I will sometimes need to travel for meetings with clients, this might be training or quarterly updates to discuss any changes to their objectives or update them on developments to our tools. If there's a meeting in London then I'll often leave for this at about 2:30pm so that when it's done at about 4:30 pm I can go straight home.

THE KEY SKILLS I USE IN MY JOB...

You need to be extremely organised, the Customer Success team only work with the largest and most strategic clients who can be quite demanding, so consistently keeping on top of everything is very important. You need to have good interpersonal skills as well, in my role it's necessary not just to work with clients but to also collaborate with individuals internally to help finalise projects and to introduce new products to clients. Leadership is also key

as my role involves sharing any new developments or processes with other Customer Success individuals across EMEA (Europe, the Middle East and Africa).

THE BEST PART OF MY JOB IS...

I really enjoy the variety of tasks my job offers. I may have internal meetings to roll out support strategies or reporting back to regional directors on what our progress has been. Speaking to clients on a regular basis and helping them with complex queries or working alongside Account Managers on big projects or product implementations is interesting. You also get the opportunity to learn a lot about the various offerings we have with different verticals we engage with.

THE WORST PART OF MY JOB IS...

As Customer Success is a relatively new concept to most companies it's not always clear to colleagues or clients what our responsibilities are. At times it can even be confusing for our team what support we should be offering in different situations. We have done a lot of work addressing this over the past two years so our place in the business is starting to solidify a bit more.

MY ROLE MODEL GROWING UP WAS...

My mother, as she was an incredible businesswoman and she's a very tenacious person. I am the youngest of five and when I was born my mother decided to retrain as a Doctor having founded a successful fashion label. She qualified when I was about three years old and then went on to found the world's first children's eating disorders unit. The work she

did saved hundreds of children's lives and I had the opportunity to work there part-time for about 6 years myself.

AFTER WORK...

I leave work at 4:30pm and take the tube to pick my son up from nursery at 5:30pm. Once I'm home at 5:45pm I'll either work out for half an hour (if I didn't have the chance to in the morning) my husband will usually cook dinner for us while I get my son ready for bed, we read books to him from about 7:30pm. We have dinner once my son goes to bed at 8:00pm, I'll answer any pressing e-mails on my phone whilst we watch TV (although three nights a week my husband and I leave our phones in our rooms so we can catch up properly). We're usually in bed just before 10pm and we'll often read for a bit before we go to sleep.



MY PLAN B...

My husband and I love cooking and travelling so what I would probably do is have a pop-up food restaurant and a food truck. We'd have the freedom to travel to different countries over the summer. It would also give us the opportunity to develop new menus and be creative with our cooking without being restricted by having a single site like a restaurant to run and maintain.

