

A Day in the life of...



Andrew Gibbon Sales Representative, Moody's

MY ALARM GOES OFF...

My alarm goes off at 6.30am and I am up and out the door by 7:00am. I wear a suit and take the train to get to my desk for 7.30am to give myself a couple of hours before the day starts, while the office is quiet and I can concentrate on what I need to get done that day. This is typically when I do my best work, whether it's planning, preparing, organising or just generally thinking about strategy, I work best in the morning before everyone else arrives. I also like to get to the gym for a couple of hours over lunch to break up the day so I need to make up for that lost time!

I'M RESPONSIBLE FOR...

I am responsible for Moody's Research and Data across Africa and Eastern Europe. I manage around 25 business accounts across both territories and sell our products to as many companies as possible within those regions also.

I GOT MY JOB...

I studied History at Nottingham

University. Then, I worked for a couple of years as a trader, spent some time in a bank, then as an asset manager and then a law firm. I really didn't know what I wanted to do, so I decided to take a Masters degree in Economics and Politics to give myself some time to think about a career and to boost my resume. I then applied, and was rejected 4 times from Moody's before I finally got my job the fifth time of asking.

AT SCHOOL I STUDIED...

At A-Level I took History, Geography and English. I took subjects that I was ok at and was interested in. I didn't think about the job market at all. Although, I have found that the ability to write well has really helped me in my current job, so I feel taking History and English was especially helpful.

MY TYPICAL DAY...

My typical workday begins at 7.30 am when I arrive at my desk. I go through my morning routine of getting a coffee, checking the news, checking emails, planning my day and ensuring I have completed all of yesterday's 'To-Do' list as well as planning what I want to achieve that day. This can be meetings to attend, people to contact, follow-ups to write. I often find it helpful to write important emails once and then review them the next morning with a



Financial
Services



Sales
Representative

fresh pair of eyes. Once the day starts properly at 9.30 am we usually have meetings, calls and tasks. I then go to the gym for an hour and a half between 12-1.30pm which I find very helpful to boost productivity in the afternoon. I find it very difficult to concentrate in the evening after about 6 pm so I tend to finish on time!

THE KEY SKILLS I USE IN MY JOB...

Listening, understanding, communicating – in that order! To sell effectively you have to understand what the client needs. There is no point in arriving at a client's office, performing a pitch and asking for money before you know what challenges the client needs help with. Ask good questions and then let them speak for as long as possible. If you understand their needs and how your products can help you're 90% of the way there. The final 10% is about how you communicate in return. Typically people overvalue 'hard skills' like maths and science. In selling, you have to be able to understand what the client does, but you aren't there to do their job. So 'soft skills' – the

ability to listen well and being personable are vital in making a client feel you are trustworthy and that they want to work with you. People buy from people at the end of the day, and if you are rude or careless you will make a bad impression and find it very difficult.

THE BEST PART OF MY JOB IS...

The best part of my job is having to creatively think about solutions to clients' problems. Often you are faced with a client that needs a service but has a limited budget, or one that needs several solutions at once. Thinking about ways to work with a client to help them is really rewarding. I also really enjoy the negotiation process where you have to be on guard and think strategically!

THE WORST PART OF MY JOB IS...

The hardest part of my job is the pressure to deliver on time, week after week, month after month. It can be very fun to close deals within a certain time frame and to help the team and companies performance, but if there are delays there can sometimes be uncomfortable conversations with managers.

MY ROLE MODEL GROWING UP WAS...

I never really had any role models as such that I aspired to be like. One thing I would say that is really important is to make sure that in your job you look critically at the people above you and make sure that they are people you wish to emulate. If they are, then when you make it to their level in 5 or 10 years' time you will be happy. But if they aren't then you should think hard about your company and career.

AFTER WORK...

After work I'm pretty relaxed, usually a bit of cooking, a game or two of FIFA with my housemate, maybe reading if there's a book I particularly like at that point. On a Tuesday I'll have sports training and you can always find someone to have a drink with come Thursday or Friday!



MY PLAN B...

I think you have to be very honest with yourself about what you want to do. I did jobs in the past because I wanted to say I was a 'trader' or a 'banker' but really these always sound a lot more glamorous than they actually are. I would have always wanted to work with people because I enjoy the variety and challenges that come with those kinds of roles. I am rubbish at maths so I could never be anything too technical! I think I would have liked to manage a campsite if I didn't end up working in the city. If you are going to deal with people it's always a good idea to get them at a good time, when they are happy and relaxed, not stressed and angry!

