

ELBA

A Day in the life of...



Financial
Services



Account
Manager

Charly Soh, Account Manager, Moody's

MY ALARM GOES OFF...

I usually start my work at 9:30am when working at the office. Some days I travel for work or attend conferences which means that I may start work as early as 8am and could be up as early as 5am. When I'm working at the office, my alarm goes off at 6:30am. A typical start of the day includes having a proper breakfast, organising my day, and getting dressed. The dress code is business professional or business casual depending on whether I have a client meeting or not. I take the underground to get to work. Currently I'm working from home because of the lockdown.

I'M RESPONSIBLE FOR...

I work in customer service and I'm responsible for a portfolio of clients within an assigned territory. Basically, my job is to make sure that customers are happy and have the support they need to use our products efficiently. In order to achieve this, my key priorities include, training users on how to use our products, working with the sales team to

ensure retention and identify new sales opportunities. Additionally, I also work with other stakeholders internally to ensure that client issues are resolved in a timely manner.

I GOT MY JOB...

I studied Investment and Finance. Prior to joining Moody's I worked for another financial institution for 6 years. I held several positions during my tenure there. First, in product support, then in business development, and client solutions consulting. Some of which was similar to my current role. I learned about my current position when I was searching for jobs on LinkedIn.

AT SCHOOL I STUDIED...

The GCSE subjects I did were German and PE mainly because I wanted to further my studies in Germany. The subjects I did are not required in my current role

although a knowledge of finance could be helpful.

MY TYPICAL DAY...

I usually start my work at 9:30am when I'm at the office. In reality, each day is different and I usually start the day depending on my workload. The first thing I normally do is to have a look at my calendar and be organised. My main tasks include scheduling and attending meetings with clients. Writing meeting reports, and meeting with other teams internally. When I don't bring my own lunch, there is a Lebanese food truck

nearby where I normally go to grab lunch. I really like their lamb wrap.

THE KEY SKILLS I USE IN MY JOB...

A combination of communication, relationship management, and customer service skills are important to have in my role. I've developed most of these skills through my previous jobs and the fact that I participated in multiple projects earlier on in school.

THE BEST PART OF MY JOB IS...

I enjoy meeting with clients. Most projects I work on are different and the fact that there is little repetition makes it challenging and exciting. Overall, the atmosphere it's a corporate type. I value the collaboration and open feedback that exist there. I work with some amazing people coming from different background and that's another enjoyable part – getting to know and learn from each other.

THE WORST PART OF MY JOB IS...

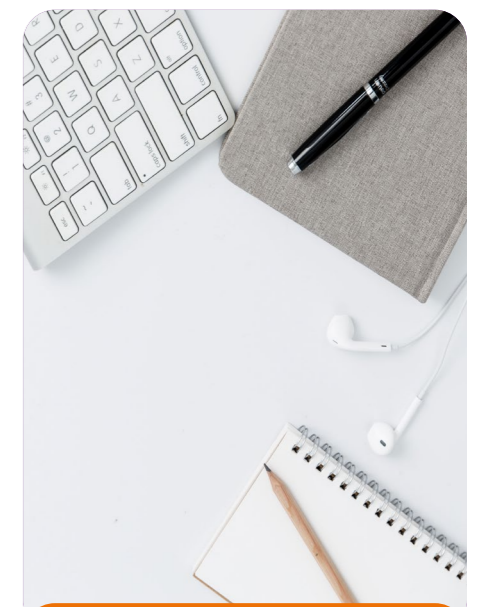
There are challenges dealing with difficult clients sometimes but I see it as an opportunity to grow. Most of these challenges are better managed through communication, dialogue, and being able to listen actively to clients' issues and get other people to work together.

MY ROLE MODEL GROWING UP WAS...

My father was my inspiration because of his ability to create and run multiple businesses. He supported me in my studies and made me believe that I could achieve the same and even more.

AFTER WORK...

When working at the office I use the underground to get home. Some evenings I may meet with friends to catch up around coffee or a drink. Normally, on Tuesdays I go to the gym after I get home from work. Every other Wednesday I volunteer at a homeless shelter. Sometimes I do some cooking when I get home, recently I made a beef and bean chili which I like.



MY PLAN B...

Be an entrepreneur like my father who was an inspiration to me.