

ELBA

# A Day in the life of...



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### MY ALARM GOES OFF...

My alarm goes off around 6.30am on weekdays. I start my day with a run or some sort of exercise followed by meditation. Getting up early gives me a head-start to the day and enables me to focus on my health and well-being first. Over breakfast I spend some time either reading news or watching a TED Talk to learn and get up to speed. I am grateful to live close to my office and can walk to work. Since I am in a client/customer facing role, I am mostly in formal dress (suit and tie).

### I'M RESPONSIBLE FOR...

I am in a customer/client facing commercial role at Moody's. I am responsible for managing relationships with several Moody's clients in the UK and Ireland region. As part of that, I must meet and talk to several customers on a regular basis.

My key priority is to retain and grow the business by ensuring the customers are happy with the products and services offered by Moody's and explore further

opportunities to sell additional products and services.

### I GOT MY JOB...

I got my job as I was in customer/client facing relationship management and commercial roles before joining Moody's. Also, prior experience of Financial Services sector helped me to get this job. I worked with PwC, Deutsche Bank, Nomura and UBS before joining Moody's. I studied Chartered Accountancy and did my MBA with specialisation in Finance which helped in my roles at different companies. It also helped me to build a network of contacts in the industry which has helped me in the type of roles I do.

### AT SCHOOL I STUDIED...

I always enjoyed Finance and Commerce as a field and it was

also influenced by my teachers, family members and elders. So, at school, I studied subjects like Accountancy, Maths, Commerce, Finance and Economics. I chose these subjects as they helped me to understand basic concepts of how the economy of a country works, how things are interrelated from a Finance perspective. It was extremely interesting, and I thoroughly enjoyed reading those subjects and it did relate to all the jobs I have done so far.

### MY TYPICAL DAY...

I am typically at my desk around 9am which gives me a head start to the day. I usually devote an hour of my time



Financial  
Services



Assistant  
Vice President

reading important market news, developments in the sector and news on my customers. I also make a to do list for the day to plan. There are a lot of eating joints in Canary Wharf, so I usually have a take away and have lunch with colleagues in the cafeteria.

No day is the same in the type of role I am in. I travel for customer meetings, so on an average, I am on the road 2-3 days in a week.

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

The key skills that come handy in my role are communication, relationship management and negotiation which is a big part of my role when managing many customers. Analytical skills are equally important to have a constructive and an engaged conversation with customers, which helps to build trust and confidence. Over time, I have developed better networking skills.

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

The best part of my job is meeting customers in person which entails a lot of travelling

within UK & Ireland, which I truly enjoy. Constant learning on the job and the collaborative work culture in Moody's also makes the job fun and rewarding. Other than work, I am a mental health advocate in Moody's and get engaged in activities to create awareness. It makes the job very fulfilling.

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

Managing a large number of customer relationships (around 150) can be quite demanding and challenging at times. To mitigate that, I have a high-level account strategy and plan, which helps to manage them efficiently and effectively.

The role also comes with a lot of admin to process in our Customer Relationship Tool (like meeting notes, updating contacts etc.), which I find a bit tedious. But I am grateful to have colleagues to help and support me on such tasks.

### MY ROLE MODEL GROWING UP WAS...

I had several role models when I was young. I was truly inspired by Mother Teresa for her global charitable work. It continues to be my guiding principle of giving back to society and I engage in several charitable and volunteering activities along with work. I am a big fan of cricket and Sachin Tendulkar was also my role model. His dedication, hard work and humility was something I truly admired. It also helped me to shape my own work ethics, which has helped me both personally and professionally.

### AFTER WORK...

I am lucky to live close to the office so typically I walk back home unless I am being lazy or feel too tired

to walk. I enjoy socialising so I usually catch up with friends in the evening or attend networking events of interest. If I am not out with friends or at an event, I like to spend time with my family and go for a walk after dinner. I relax by listening to music and watching documentaries. I tend to get up early in the morning so aim to go to bed by 10.30pm.



### MY PLAN B...

If I hadn't followed a career in Financial Services, I would have been associated with NGOs and charity institutions in a professional capacity. I enjoy volunteering and finding ways to give back to society so, I might have pursued this alternate career. I am a mental health advocate and recently undertook Mental Health First Aiders (MHFA) training and certification. So, I would have also liked to pursue this area.

