

ELBA

A Day in the life of...



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MY ALARM GOES OFF...

My alarm goes off at 8.15am. We have a “dress for your day” policy in the office, meaning that we can dress casually if we are not meeting clients. The majority of my clients are based in Italy, so I can go to the office wearing jeans (winning!), or if I have a client meeting, trousers and a blouse will do.

I'M RESPONSIBLE FOR...

As a Team Leader, my main focus is to help with the hiring of new members of the team, act as a mentor for the team and take part in many internal meetings concerning the team's development. I also work with our users to make sure they are confident in using our products. The majority of my clients are Italian Banks and I play a major role in the retention of existing clients and helping sales by finding leads and gaining intel from our clients.

I GOT MY JOB...

I studied Cultural Heritage back in Milan and moved to London

eight years ago. I worked in fashion retail for a couple of years before getting a job at Amazon where I worked for almost four years. My first role was in the Fraud department and the second was a hybrid role in Sales. I had to identify and contact manufacturers in the UK and the Nordics and convince them to sell their products to Amazon. I would then do marketing for them to make sure the products sold and that they were in stock etc. The role spanned from Sales and Marketing to Operations, which was a huge learning opportunity. An ex-colleague then referred me for a job as Account Manager at Moody's in January 2018.

AT SCHOOL I STUDIED...

In Italy, we don't have A- levels, so this doesn't apply, but what I studied at University doesn't relate to my current job at all. Never in my life would I have thought I would end up in Financial Services, but I love it!



Financial
Services



Assistant
Director

MY TYPICAL DAY...

I am in the office for three weeks a month and in Italy the other week. If I am in the office I start with emails, then do some client outreach to plan for my next trip. We usually schedule three to five meetings a day when travelling, so there's a lot of prep to do. I then do follow-ups from my previous trip which includes looking at client questions that need deep dives. I usually have at least a couple of internal meetings a day as well. I do a lot of outreach and call my clients to make sure they're aware of the latest developments with the website and demos.

THE KEY SKILLS I USE IN MY JOB...

Time management and Flexibility. We sometimes work with different Sales Reps, so we need to manage our time correctly; we also get a lot of client requests and it is important to act quickly. Things change often at Moody's, and we might have to take on more

responsibility if a team member ends up leaving. It is important to be a people's person, as it's important that our clients trust us and are confident telling us about their needs and struggles so that we can spot some upselling opportunities.

THE BEST PART OF MY JOB IS...

- Travelling - getting to know clients in person and developing good vendor/client relationships.
- Colleague - everyone at Moody's is very personable and helpful!
- Having the possibility to work with different people from different departments, which is new and exciting.

THE WORST PART OF MY JOB IS...

Now that we are working remotely more, the worst part is not being able to see my team every day. Some team members are more proactive and come to me for advice and help, but others don't and it would be nicer to see them in person to develop better relationships.

MY ROLE MODEL GROWING UP WAS...

Growing up I used to swim professionally, so my role models were the older “colleagues” and instructors. They taught me how to be competitive in a healthy way and committed.

AFTER WORK...

I usually go to the gym if I didn't go at lunchtime, then walk or get a bus home or go central to see some friends for

dinner. A typical dinner would be salmon or chicken with rice and veggie or a nice pasta (I'm Italian after all!). After dinner, my partner and I watch Netflix or go for a walk around the neighbourhood and meet a couple of friends who live next to us for a pint at the local pub. I would usually go to bed at midnight after 15/20 minutes of reading.



MY PLAN B...

Because of what I studied I would be working in cinema or TV as Assistant Director or in the Production team.