ELBA

A Day in the life of...

Financial Services

Regional Sales Manager

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MY ALARM GOES OFF...

The alarm goes off at 6:45am and I rise with a stretch! Getting the body moving as early as possible gives me the spring I need to tackle the day ahead. Weather permitting, I'll go for a run or simply do some exercises at home. My breakfast is the most important meal for me of the day and usually includes boiled eggs, porridge and bananas. A typical day at the office would be in a suit without a tie. If meeting customers, the tie goes on! I'm fortunate to live quite close to my office and therefore leave home around 8:30am, taking the DLR and am in the office by 8:45am.

I'M RESPONSIBLE FOR...

I am a Sales Manager responsible for a team of Relationship Managers, covering many products and services that Moody's Analytics have to offer. I oversee a vast geographic territory across Europe and Africa. My key priorities include ensuring my company's brand is promoted everywhere; our customers understand the solutions we have to offer; serve my team in the best possible way and execute our sales business strategy.

I GOT MY JOB...

I studied a BSc. degree in Business Information Technology. It was one of a handful of courses at the time in the UK that transcended the finance and technology disciplines. I started out as a software consultant, before moving into sales support, and onwards into numerous sales positions before taking on a sales management position. I have exceeded individual sales targets over many years, and this has prepared me well to continue a strong performance with a team.

AT SCHOOL I STUDIED...

I studied several subjects at GCSE, over and above the core subjects we had to do. These included French, IT and Law. At A-Level, I focused on Economics, Politics, Computer Science and General Studies. These subjects prepared me well for my chosen degree. Whilst not all the courses have a direct relevance to my current job, I do find myself using many of the skills learnt in my day-to-day work. For example, I studied a topic on my degree called Operational Research, which taught me how to deploy resources efficiently. This is a skill I continue to use in my job every day, to prioritize my team on initiatives that yield the best performance for the team.

MY TYPICAL DAY...

When I am not travelling, my typical day starts at 9am. I choose to avoid any meetings before 9am, as it gives me time to prepare for the day ahead. The day typically includes internal meetings with my team or other colleagues in the company, as well as external meetings with customers or prospective customers.

I vary lunch every day. Sometimes it would be a salad or sandwich in the office, other times it can be a full on lunch at a restaurant with a customer. Meeting our customers outside of a formal office setting is very important to help build stronger relationships.

THE KEY SKILLS I USE IN MY JOB...

The most important skill in my job is listening. Listening to customers and staff is vital for sales managers, in order for us to develop and inform our strategy for sales execution.

Developing this skill over time has meant learning how to extract the information I need by asking pertinent questions.

Other important skills that are essential for my role include negotiating commercial transactions; showing empathy at times of crisis; maintaining calm under pressure and educating and motivating my team.

THE BEST PART OF MY JOB IS...

The best part of my job is working and meeting smart people. The culture at Moody's Analytics is very inclusive and with our diverse workforce, it means we can truly challenge each other to develop strong solutions to real-life problems for our customers.
I also enjoy travelling, which I have to do a lot of in this job. Travelling allows me to experience different cultures, cuisines and meet people from all walks of life.

THE WORST PART OF MY JOB IS...

The toughest part of my job is prioritizing my time. My job entails a lot of travel and managing a large team with many responsibilities. There is no single rule that I apply, as I believe that every customer, no matter their size is an important one. Therefore, I consistently ensure that I communicate effectively with my team and respond to matters as quickly as I possibly can when they arise. For example, it could be to approve a quotation, sign a contract or approve staff travel.
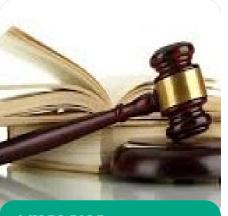
MY ROLE MODEL GROWING UP WAS...

I took inspiration from many people growing up. My father: for showing me how hard work and honesty pays off; from Bill Gates: for showing how software can help improve our lives; from my A-Level Economics teacher Mr. Morton: for inspiring me to travel and work or live abroad; from Steve Jobs: for showing how innovation in technology can feel natural; from Nelson Mandela: for understanding the power of forgiveness, and finally not forgetting Clarke Kent: for making me dream like a superhero!

AFTER WORK...

When I am in London and at the office, I typically return home around 6:30pm. Some evenings I would go to the gym and have dinner around 8pm. I usually keep dinner very light, such as cereal or soup. In order to relax, I'll unwind with a book, or watch a series on television. I'm usually in bed between 10:30-10:45pm.

MY PLAN B...

What if....well, I thought I would pursue a career in law when I was in my mid-teens. I was always interested in debating. I feel the power of debate is a key skill in strengthening one's self confidence. However, I chose to follow something that interested me back then, which was the emergence of technology in our daily lives. Technology continues to help improve lives, and for that I'm happy that I pursued this career!