

Why I Do What I Do

Going to work in the morning it's that sense of what's today going to bring?

You never quite know what's going to happen.

HSBC clearly stands apart in offering the personal touch through its people.

Everyone's very unique.

Everyone comes from a different background, different cultures.

We have an international network all over the world.

Customers feel there is someone who is looking after their services wherever they are.

When you hear a client saying to you

"I don't know what I would have done without you."

This is why I love my job and I think I'll be a Relationship Manager forever.

I do the job I do because I really do enjoy getting to know my customers.

When I realise that I've helped the customer in achieving their financial goals, it feels fantastic.

Being able to interact with people, learn their stories.

I love the client conversations.

It's very satisfying.

Teamwork, learning and growth.

You're there to help people achieve their hopes, their dreams and their ambitions.

We can literally help them from a basic transaction, all the way to wealth management and wealth protection as well.

We deal with high-net-worth value customers all over the world.

HSBC is one of the largest banks out there with international exposure and I think that's one of our very unique features.

Relationship Managers and my counterparts across the globe help me with the local connects and the client servicing.

We support each other and you do have that family feel because we're all striving to do the same thing for our customers.

I joined HSBC in 2008.

It was like a dream come true.

I work with an amazing team.

As a manager, when someone is succeeding we're succeeding for all.

It's not about selling something, it's servicing.

I'm Armenian, born in Lebanon, grew up in Australia, worked in Singapore, and now working in Hong Kong.

So that really helps me in managing an international portfolio because I can relate to the clients.

And it is not just wealth management, but it's also to take them on this international global journey as well, with confidence.

I come from an Indian family and these clients are largely Indian-centric or Indian origin spread across the globe.

It's always about striving to get the best for the client.

Treating your clients as your extended family.

Outside of work I enjoy driving.

I'm a car guy, so any time I can go on a long scenic drive, no radio, that's music to my ears.

I consider myself to have a good work-life balance.

I go for my runs.

I do that with my husband, it's our thing as well as, you know, spend quality time with our son as well.

With my son, he asks questions about what I'm doing at work and it does raise the question of money with him.

When we're out in the shops and he's looking at certain things it's like, "Well, you have got enough money to spend on that.

But you also were looking at this.

What's more important to you?"

Six pounds, one pence.

Well done.

Music is my passion.

It's always helped me with being calm, composed and serene.

It also reflects in my work to work in a little more streamlined and methodological manner.

Being with the bank is giving me the freedom of what I want to be and this freedom motivates me to go and grow.

I've worked in different roles within the bank but this one has really stuck with me and it is because you get to know your customers on a personal level.

Whether it's about their daughter's wedding, building a new home, and you start to see yourself being a part of that.

I absolutely love it.

There's so much more that I can learn from my role and also provide and give back to the community as well.

I would never stop interacting with people learning their stories and because of HSBC being such a global bank, it's the perfect place for me to be part of.