

A Day in the Life of an Operational Risk Management Analyst

Here's what you can expect in our full-time Rotational Associate Program.

We asked Analysts who've been through this career-path program to answer the most frequently asked questions about this position. Leah, in Cleveland, Ohio, shared some experiences as an Operational Risk Management Analyst.

Q. What is your typical day like in this Program?

What's great about being an Operational Risk Officer is that no day is the same as the previous one. We have quarterly campaigns, but the information you work with is different each quarter. Also, my time is split between working independently, in a group or with another person, and going to meetings. Each week I try to start off with making a list of the main tasks I need to complete and work on and as the week unfolds. I prioritize the other projects and tasks that need to be completed.

Q. What areas can Analysts rotate through in this program? And, how many rotations do you go through?

Analysts in this program go through two six-month rotations. The areas an analyst can rotate through are Compliance, Operational Risk, Credit Risk, Data Reporting & Analytics, and Enterprise Risk.

Q. What is the typical career path for someone who starts as an Analyst in this program?

The good thing about Key is that you don't have to have or follow a typical career path. Always stay engaged with your manager and discuss the area(s) of Key that

interest you and understand the qualities you need to get there. I started in Finance, moved to Treasury, and now I support Finance and Treasury as an Operational Risk Officer. Key encourages movement throughout the bank, which creates a valuable and well-rounded employee.

Q. What would you say are the most important traits an Analyst needs to be most successful in this program?

There are three traits that are a definite advantage for an Analyst to have:

- **Be intellectually curious and ask questions** – The more you learn, the more you will grow, and if you don't understand something, make sure to get clarity. At Key, you want to understand your position, the company, and the banking industry.
- **Take the initiative** – Try to go the extra step without being asked and keep learning.
- **Teamwork and communication** – Have good written and verbal communication skills and always try to add value to your team and work well with others.

Q. What is your favorite part of being an Analyst in this program?

The best parts about being in Operational Risk Management are the people I get to work with and how I get to interact with them. I am learning how Operational Risk impacts and applies to the bank and my lines of business as well as understanding the lines of business I support. And I really enjoy all the people. It is a wonderful team environment. And with Operational Risk being an area that is growing, you are always learning something new and being challenged to create and think strategically.

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Q: What do I need to know before applying for the program?

Preferred Majors: Finance, Economics, Mathematics, Accounting, any other related degree.

Minimum GPA: Minimum cumulative 3.3 GPA or above preferred.

Certifications: None required, but some to consider are MBA (Master of Business Administration), CPA® (Certified Public Accountant), CFA® (Chartered Financial Analyst), CRM® (Certified Risk Manager), CRCM (Certified Risk Compliance Manager).

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