

HSBC Employee stories - Kathy

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Duration:

00:01:26

Speakers:

Kathy Cheng
Premier Relationship Manager, HSBC Hong Kong

[Text on screen]

Nurturing relationships to create opportunity
HSBC Careers
Yours for the making

[Kathy]

Reputation isn't built overnight.

I've always enjoyed interacting with people

[Text on screen]

Kathy Cheng
Premier Relationship Manager

[Kathy]

because I believe there's always something to learn from everyone.

I started out as a wedding planner, helping different couples solve different problems together.

Later, I joined HSBC's contact center.

Through HSBC's training, I learned a lot of valuable soft skills.

I discovered that trust can be built even through a phone call.

HSBC has provided me with numerous opportunities.

Every role has taught me something different, and every experience has shaped who I am.

As a Premier Relationship Manager at HSBC, I'm able to bring all those experiences together.

To me, banking has never been just about finances.

It's about human connection and when someone trusts you, that's when you have the chance to help them plan for their future.

Reputation is built through one conversation, one promise, and one relationship at a time.

You choose the kind of Relationship Manager you want to become.

For me, whenever I make a promise, I make sure to get it done and follow through.

[Text on screen]

Yours for the making

HSBC Careers

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