

Learn Something New Today!

"A journey of a thousand miles must begin with a single step". This internship was my first step toward my business career. As an intern in the Hang Seng Bank Co-op Program for 4 months, I discovered a lot about myself and the duties of a relationship manager through the AC4383 course.

Firstly, even though there was not an accounting component to the work, I was able to apply my accounting knowledge in my work for the global banking department. I assisted the relationship managers in conducting financial and industrial analysis for each new loan application and refinancing in the case of large corporations. I also provided market research support and cash flow projections for a variety of global banking clients in various industries, including property development, telecommunications and utilities. In my analysis, I sought to apply the basic accounting calculations, such as the profitability ratio, liquidity ratio and gearing ratio, to review the public annual reports. I also compared the financial data from the past 5 years and projected the future cash flow for the next 5 years, based on different assumptions, ranging from the base case to the stress case of the market. In addition, to calculate the financial data, I assisted with peer comparisons for businesses of similar size. In this way, I was able to apply the conceptual accounting knowledge I gained during the financial statement analysis course and basic accounting courses at university.

Secondly, I demonstrated both technical and soft skills while completing challenging tasks. In terms of technical skills, I learned analysis techniques through my direct experience in the workplace. At first, I found this challenging as the businesses used different cash flow analysis and assumption standards, depending on the size and nature of the companies. As a result, I confused some financial calculations and made some wrong and incomplete comparisons. To address the situation, I made note of the important points for future reference. Above all, I hoped not to add to the workload of my supervisors who were required to correct my work. At the same time, I demonstrated time management and systematic workflow management skills to organize my time efficiently. Following a clear schedule was important to not confuse the work.

Furthermore, I applied the soft skills I learned during my pre-internship training for AC4383 to seek coaching from my colleagues. As everyone was busy with their work, I sought the right time to ask them questions. Firstly, I would try to find the answers by myself. For example, for some calculation questions I could search online or in my spare time I could read similar files in the company's common drive to familiarize myself with the department's working style and the technical knowledge required.

Finally, the technical knowledge and workplace skills I acquired during this internship will be useful for my future career whether in banking or another industry. I learned not only about the banking operating system and the job duties of relationship managers, but also about appropriate business manners and greetings for different colleagues and customers. I learned to take initiative and seek support from seniors on issues I was less confident with. Nonetheless, I did make several mistakes during the internship and was scolded by my seniors several times. In one instance, I was not aware of the business market and professional business standards and made errors in my market research. I also confused some documents. As a result, during the internship, I continued to reflect on what I could learn from my mistakes. I learned from these mistakes and carefully handled all confidential documents.

As a result of the internship, I will consider the banking industry as a potential future career choice, rather than only accounting firms. I believe that my learning is unlimited. Learning from one's own experience is much better than learning from textbooks alone. I do not regret spending a semester in Year 3 to complete the internship program in the banking industry. Gaining more work experience, trying different jobs, and getting to know more seniors and peers in the workplace will help me to consider my career path before graduation.



This photo was taken in March 2018 at a birthday party for me and another colleague after a monthly department meeting in the meeting room. I was happy to work in such a harmonious environment, with a great group of colleagues.



This photo shows my farewell lunch with the other interns. We all shared a close relationship. We regularly ate lunch together to share our ideas on working, careers and study. We also helped each other in the office.