

“my 15min chat with a bank CEO”

Mrs. Nasim Devji, Group Managing Director, Diamond Trust Bank

Chat Summary

Friday, 10 August 2012

Topic: Careers

Time: 2:00pm – 3:00pm



If you had the opportunity to chat with a Bank CEO, what would you talk about?

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Careers in Banking

NasimDevji: I would like talk generally about the banking profession....

...first of all it is a serious profession, and it requires the right attitude as in positive, tenacious, hardworking, high ethical standards....so really it is not grounded in a certificate...it is more about the person, and interpersonal skills

shiques: Hi i would like to know what it takes to become a successful banker like yourself. I dont have any banking education but hopefully would get a few tips that would help me raise the \“bar\”

NasimDevji: ...To answer your question, I would say that my career did not start as a banker...im in fact a chartered accountant.

If you are interested in taking banking as your career and this is your first foray in the sector then i would strongly suggest that you explore an internship opportunity with a bank which would give you a good feel for what banking is all about.

Also banks offer graduate management training which give a broad based experience and good exposure for generally two to three years

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Careers in Banking (Continued)

samanthasundayjuma: what qualification do i need to be an investment banker

NasimDevji: Thank you Samantha for your question about investment banking...the starting point would be a degree....demonstrated performance...and not necessarily in banking...professional qualifications like CPA, CFA or a diploma in finance and banking are helpful

samanthasundayjuma: can programmers work in or for a bank? and in which department/positions?

NasimDevji: Samantha, programmers can work in a bank, particularly in business analytics which is an area with growing demand

..let's take Samantha's question a bit further...there are many different career options in banking, you could take management and opt branch manager or can work in treasury or risk management departments, there are various roles in technology, finance, marketing and advertising, sales and relationship management...and most importantly business development

...so basically there are many options, and once you are in a banking institution you can move across so there are opportunities for lateral movement which is actually encouraged

David: In your view, for bankers or those seeking a banking profession what would be the most preferred between a CPA, CFA as a professional qualification?

NasimDevji: Thanks David....I think both are equally valuable it depends on your interest and long term goal

admin: A question came in : \"whats your take on the benefits of information systems in the banking sector and the role of the information system auditor?\"

NasimDevji: The Information System Auditor is a scarce resource and i would encourage someone to pursue this career if they are interested in technology and auditing

mwaik: Does DTB offer internship opportunities for students?

NasimDevji: Thanks Mwaik DTB does offer internships ...at any given point in time we have about a dozen interns across the country...interested candidates should apply to the DTB Human Resources Department visit www.dtbafrica.com for more information.

Also many other banks offer internship programmes.

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Careers in Banking (Continued)

moses12: Hey Nasim, is it true that if you enter the banking industry as a teller your growth will be inhibited, as opposed to starting at operations level? Thanks

NasimDevji: Moses, thanks for joining, it is not true that tellers are limited, at DTB several tellers at this point in time are branch managers. In fact our largest branch in Nairobi is managed by a lady who was a teller...so in my opinion it all depends on someone's goal, and drive

ivysyovata: I have to say DTB has excellent product. My question will be have you thought of outsourcing the sales function to increase sales in the bank?

NasimDevji: Ivy thanks for the compliment, different banks use different models for sales, DTB does engage direct sales teams on various initiatives

Steven: I have a recent Bsc industrial chemistry degree. Getting into investment banking soon. Any advice? Courses?

NasimDevji: Thanks Steven, it's interesting, our head of credit is an aeronautical engineer....I would advise you find a mentor within the field particularly investment banking...

amenya: any job for a university student who is in a long holiday until January

NasimDevji: Amenity I would advise that you explore applying internship opportunities

capitalfm: Tracey posted on Twitter: do you get paid as an intern at DTB

NasimDevji: Thanks CapitalFM...DTB internships are paid.

But I should note that internships are more about getting experience, and getting your foot in the door than they are about money...more importantly internships help you test the waters to find if banking is the right career choice for you...it also is good networking opportunity

capitalfm: WainainaB posted: Is it true that banks don't encourage staffers to conduct private business, especially funded by the banks they work for.

NasimDevji: WainainaB it is true, most banks do not encourage private business...because the job needs your full commitment

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Education

David: What is your view on international education i.e. going to study abroad? In your view does it give job candidates an edge? Do candidates with international experience perform better? Finally what are the advantages of international education in your view?

NasimDevji: Thanks Davidmy view is that Kenyans with a good local degree are very capable...you dont have to go abroad...going abroad gives general exposure for any career, but in my view a good qualification from a Kenyan university does form a solid basis

moses12: I have another question, do you treat the universities the same or there are those that you feel produce better candidates?

NasimDevji: Thanks Moses, in my view I look at the schooling and the results you have obtained...so I look at secondary and university education

David: Another question as a follow up to moses12, university rankings do help lift thier profiles. Your response said that you look at the schooling and results? When you say \"schooling\" do you mean the institution?

NasimDevji: When I say schooling I mean your secondary school (grades, extracurricular activities, volunteerism) I also look at university (grades, leadership roles taken, youth programme involvement)...generally looking for your leadership potential

Career Advise

shiques: what obstacles did you have to overcome being a male dominated charter, and what would you advise other young aspiring ladies who want to get to the top....?

NasimDevji: Thanks Shiques for your question about obstacles...as a woman in banking, you have to prove yourself...you have to prove that you can do the job, so it requires a lot of hard word...hard work and hard work...there are no two options about it

... you have to just keep on communicating and demonstrating that you have the capacity and capability to do the job...and remain focused

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Career Advise(Continued)

admin: another question :\"what's the greatest fear the you as a CEO always face? and what steps have you taken or do you take to handle fear\"

NasimDevji: Thank you for the question on greatest fear....being in a decision making position you are alive to the fact that the choices you make and the direction you lead your organisation has a long term impact...this is especially the case in banking...typically bank CEOs follow the consultative process ... they consult internally with their executive committees and boards as well as externally with the regulator and even with customers

admin: another question came in : \"whats your advise on moving around/jumping jobs?\"

NasimDevji: The point about moving around, jumping jobs is a good question...in my view what is important is to be accomplished and to get experience...there is merit in growing with an employer, in fact many CEOs have earned their positions because they have the all-rounder experience within one company

NasimDevji: In conclusion I would like to say that banking is a rewarding career that needs hard work, commitment...it is a good platform for anything else you want to do in life...on a personal note, to be successful there is no substitute for hard work, commitment and demonstrating high ethical standards at all times...

...for my fellow women...the advise is the same...you can do it...and even better!

Comments

samanthasundayjuma: Thank you Mrs. Nasim. You have been very helpful.

moses12: this chat is a great idea, where else can we find it and when

David: Thank you Mrs. Nasim Devji for your time and precise reponses and thank you for engaging us on this forum

NasimDevji: You are most welcome David

capitalfm: It was a great session of interaction. Thank you all and nice weekend.

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Unanswered Questions

Unfortunately there were several questions that the CEO did not get to answer due to time constraints. Therefore, the following questions will be addressed by the KBA via Online Posts, including Podcast response:

MorrisAron: Are bank managers positions endegared by technology? Industry statistics on employment trends seems to suggest so

phill: Why are midium scale banks, for lack of a better word, e.g like DTB have less constraints in operating business accounts as compated to the large international brands like say Barclays? Is it an industry standard or is it jus a case of imported rules. Am saying so because i\ve had challenges when doing so

jeremiah: is it necessary that a banker should have a qualification of a business course

ivsyovata: Thank you.How best do you think sales people can be motivated and the high turnover reduced?How has your bank dealt with this?

zippy: Dear Nasim, is there a standard salary range for fresh graduate. Say a mong the banks for instance.

victor_oriango: based on knowledge,kindly advice a burding investor in the stocks and property development,thanks.

James: I have a question concerning the Thika superhighway n its economic relevance. Can anyone assist me?