

## Citi Hong Kong - Placement Analyst (Digital)

### About the bank

Citi's Global Consumer Bank (GCB) serves more than 100 million clients across the world. Our elite teams work at the forefront of technology, providing best-in-class solutions to consumers and small business. Powered by innovative minds, we continually seek to go far beyond expectations, consistently enhancing lives and the way people bank, to shape the future of global banking.

You will find GCB strategically positioned in the world's top cities with the highest consumer banking growth potential, across all four of our global regions. We have five primary business lines: Branded and Retail Services, Retail Banking and Wealth Management, Mortgage, Credit Cards, and Commercial Banking. Together, they account for 4,000 branches, \$320 billion in deposits, \$285 billion in loans, and \$145 billion in assets under management. GCB is the leading credit card issuer in the world, with more than \$145 billion in receivables across branded and private label cards.

### Internship Information

You can look forward to a 6 months or 12 months full time working opportunity which begins with firm-wide orientation together with other placement analysts and summer analysts. The placement opportunity will enable you to grow quickly into positions of responsibility, we expect our placement analysts to perform as our full time employees, involve in different mobile and digital projects implementation, troubleshoots and resolves online banking and mobile banking related issues with hands-on opportunities to apply agile methodology to introduce new features to the customers quickly.

We are looking for creative thinker who can help us to progress Citi and the global banking industry forward, you will involve in latest FinTech trend research and assess to senior management.

This is a quick pass into our 2020 Global Consumer Bank Summer Analyst Program, which eventually serves as the entry ticket of our 2021 GCB Full Time Analyst Program.

**Name of Department(s) offering internship positions:**

**Digital Banking Team, Global Consumer Bank**

**Internship Duration: 6 months/ 12 months**

**Internship Period: Start in Jun/ Dec 2020**

### Intern's Job Description

#### Job Duties:

- Get exposure digital related projects, including opportunities in working with business and control functions, as well as technology teams directly on implementation of client-facing features on the digital platforms of the Bank
- Involved in the development of digital development projects e.g. introduce new/enhanced functionalities on online and mobile banking, UI/UX enhancements, bug fixing
  - Tasks include: user requirement / user story, UI/UX design, testing, implementation, training
  - You will also get involved in the process of enhancing a mobile app, including the submission of app updates to app stores for approval
- Monitor customer feedbacks on app stores, and post responses to the feedbacks
- Groom potential talents in the digital banking and fintech industries
- Produce research papers on latest fintech trends and opportunities for Citi
- Support daily operation of digital banking team, including problem investigation, answering enquiries from other internal teams, and other administrative duties of the team as assigned by line managers

#### Requirements:

##### (A) Education Background:

- Undergraduate / Postgraduate students graduating between Dec 2021 – Summer 2022, with minimum CGPA of 3.0/ 4.0

##### (B) Discipline Preferred:

- Any Discipline

##### (C) Attributes:

- Strong analytical and problem solving skills
- A creative thinker with true passionate about mobile, apps and disruptive technology
- Knowledge of software development
- Excellent communication and interpersonal skills, confident in working with technical and business teams
- Flexible, ability to work under pressure and detail-minded

##### (D) Language Proficiency:

- Good command of written and spoken English;
- Good command of written Chinese, spoken Cantonese and/or Mandarin.