



## Christopher Wright

Customer Insights  
Analyst

### Introduce yourself, where do you work? What is your job role?

Hi, my name is Chris and I work as a Customer Insights Analyst here at Ulster Bank. In a nutshell, my job is to extract value from data. Day to day this involves gathering data, analysing it and then translating it to meaningful information, through visualisation, presentation and reporting. This ultimately allows the bank to better understand our customers, allowing us to champion their potential and help people, families and businesses to thrive.

### How did you get into this line of work?

I studied aerospace engineering at QUB before joining Ulster Bank on the graduate scheme last year. It was while at university that I really developed my passion for all things technology and data, which I then chose to pursue as a career.

### Outline your career to date

While at university I completed a placement year as a technology consultant for a big four professional services firm in Northern Ireland. This really introduced me to the world of professional work and allowed me to develop both my professional and technical skills. I was lucky enough to work on two high profile projects based in London where I was given real responsibility to make a difference which was great so early in my career.

After graduating I joined Ulster Bank as part of the NatWest Group Graduate scheme. This 2-year program is designed to give graduates experience of working across the bank, gaining exposure, developing professional skills, and learning as much as possible. This gave me loads of great experience, I was able to work in a supportive team and got the opportunity to present my work to the highest levels at the bank to help influence our strategy. I enjoyed my graduate placement so much that when a permanent role came up in the team after one year on the scheme I applied and was successful – which led me to where I am now!

### Tell us about your qualifications and training

As I mentioned, I have a master's degree in aerospace engineering from Queen's which I feel set me up with the right mindset and core skills for the world of work. However, I would say most of the skills and training I require for my role have been learnt on the job, through work and practice. Since joining the bank for example, I have been fortunate enough to complete training in areas ranging from personal effectiveness and leadership to machine learning and automation.

### What qualities are required for your job – personal and professional?

I would say that you need to have an analytical and curious mindset, be a good problem solver and be willing to learn and develop yourself continuously. If you have these qualities, then you will be more than ready to pick up the various technologies and more technical skills required as and when you need them. It is also crucial that you can showcase the outputs of your work and work well with others - so basic soft skills such as communication, presentation and interpersonal skills are essential too.

### Tell us an interesting fact about yourself

I once flew a loop-de-loop in an actual plane.

### What do you like to do in your spare time?

In my spare time I normally enjoy hanging out with friends, travelling and the occasional game of golf.

### What advice would you give your 16-year-old self?

I would say embrace every opportunity you are given, the more you are willing to put in to an opportunity the more you will get out.