

Wow!

Lynda McAuliffe is Client Relationship Executive in Quintas

Lynda loves the financial world



GREY MATTERS
Sue Russell

'Hi Mam, just wondering how's it going?'

I knew she wouldn't be able to resist checking up on me when I saw number one daughter's name come up on my phone. Baby J was having his first sleep-over at his Granny Sue's house and he'd been sound asleep at that stage for an hour.

Lying through my teeth and not wanting to worry her, I told her everything was hunky dory. In fact I was at that very moment eating some lukewarm baked beans which I had managed to warm up slightly over my woodstove while waiting for a small pot of water to heat sufficiently to make a cup of tea.

The electricity had suddenly gone down earlier in the evening and I was sitting in not-so-romantic candlelight eating my frugal meal. Luckily Baby J had been fed before the lights went out so he had gone to bed on a full tummy.

He was not impressed with the sudden darkness and had looked decidedly unsettled as we made our way around the house by torchlight looking for candles. Bad enough, he seemed to think, to be in my mad granny's house without the comforting presence of my

mammy and daddy, and then she goes and pulls the plug on all those lovely fairy lights that she had switched on especially to make me smile.

Thankfully it didn't seem to bother him enough to keep him awake worrying about it and he dropped off to sleep as soon as he fell into bed.

The power was back on by early next morning, but my troubles were far from over.

At about 7.30am a text message arrived on my phone. This time it was my neighbour. 'Nulcase loose on the road. Don't answer your door or let him see you. Call us if you need us.'

This is not the kind of message you want to wake up on any morning. But especially so after a sleepless night with your precious grandson in his travel cot beside you.

Diving under the duvet so as not to disturb the sleeping baby, I frantically phoned my neighbour to see what she meant by 'nulcase'. Turns out that some guy had come banging on their door and thinking it to be some kind of emergency they rushed down stairs. They were greeted by a drunken young man shouting and roaring, declaring himself to be a Jehovah Witness and wanting to come in and talk to them.

Needless to say he was given short shrift and sent on his way. They alerted me in case he would come knocking on my door, which was very neighbourly, but put the heart crossways on me. Thankfully he must have decided to give me a miss and went on his merry way.

With such a start to the day you'd think that the gods would be kind to me for the rest of my babysitting gig.

Not so. Shortly after he seemed to enjoy a good breakfast, Baby J chucked it up all over the floor. He spent the remainder of the morning hurrying round the kitchen on his walker. So after a lovely long nap I decided to risk a spot of lunch. Half way through and the entire lot was thrown back up again. I was on my hands and knees clearing up the mess when mammy and daddy arrived to collect their bundle of joy.

Later on that evening I phoned to see how he was getting on. "I reckon he was taking it, Mam — he probably thought it was his only way to get some help!" said number one daughter, laughing her head off.

The funniest thing of all is that I can't wait till next time!

Describe your job in five words:
Varied, fast-paced, challenging, exciting and rewarding.

Describe yourself in five words:
Ambitious, hardworking, adaptable, confident and kind.

Personality needed for this kind of work?
This role requires excellent communication, interpersonal skills and product knowledge. Strong organisational abilities and attention to detail are also vital for this position. A knack for multi-tasking is also a big help.

How long are you doing this job?

I joined Quintas in November 2010.

How did you get this job?

Over the past seven years I gained extensive experience in administration and client servicing in Australia and Ireland and in the past four years have obtained extensive experience in the financial services industry. Prior to joining Quintas Wealth Management, I worked in Life & Pensions at a number of brokerages and consultancy firms. Always a role I enjoyed, I was looking for further career progression in financial services and through intensive research identified that Quintas would be able to facilitate my professional progression and education through its wealth management division. I fortunately was accepted into Quintas after my interview and have never looked back.

Do you need particular qualifications/experience?

I find that the more experience you have in the financial services sector the better. It will serve you in your career. Product knowledge is also vital in this type of role so financial education courses and product seminars will all help you to achieve this. Reading in your own time at home and keeping informed of current events and world economic news is another useful way of improving your knowledge.

Describe an average day/night/shift at work:

An average day mainly consists of servicing existing business, the processing of new business and maintaining internal procedures and systems.

The servicing of existing business ranges from dealing with client queries to communicating to clients any product/policy updates that is relevant to them.

The processing of new business includes ensuring all compliance requirements are met for all new clients, preparing and inputting of new applications and monitoring a product proposal until it is active or 'in force'. Internal system procedures include leads generation and monitoring and reconciliation of commission and fee payments.

How many hours do you work a week?
35 to 40 hours a week.

What do you wear to work?

Professional office wear, typically dresses.

Is your industry male or female dominated?

Male dominated.

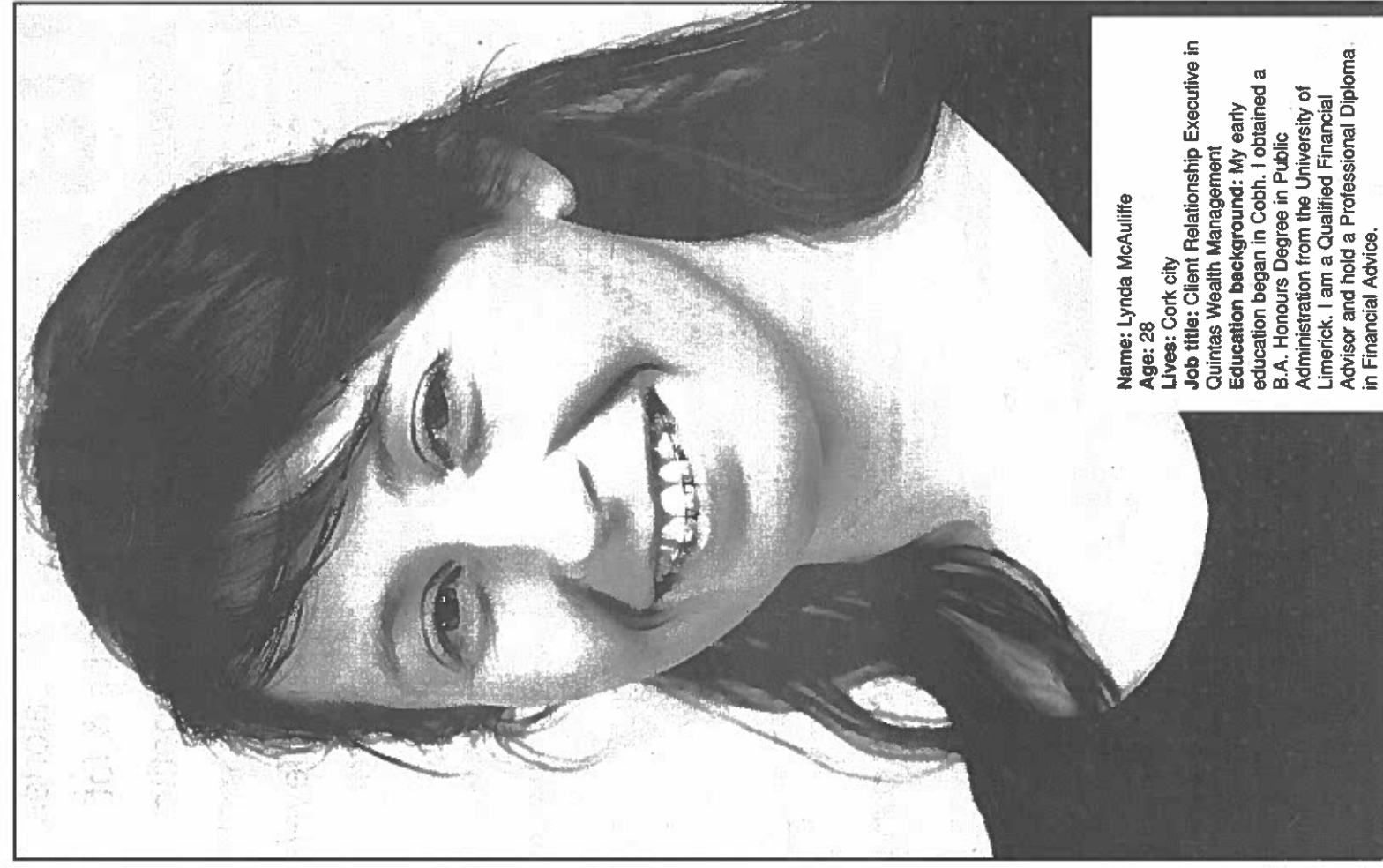
Does this affect you in any particular way?

No.

Is your job stressful? How? Rate it on a scale of 1-10:

Out of 10 I would say seven. At times it can be very stressful due to targets having to be met. However, I personally enjoy working under pressure and enjoy the rewards of achieving my targets.

Do you work with others or on your own?



Name: Lynda McAuliffe

Age: 28

Lives: Cork city

Job title: Client Relationship Executive in Quintas Wealth Management

Education background: My early education began in Cobh. I obtained a B.A. Honours Degree in Public Administration from the University of Limerick. I am a Qualified Financial Advisor and hold a Professional Diploma in Financial Advice.

Hobbies: An avid artist since secondary school, I continued my studies at night courses in Cork. I enjoy all water sports, kayaking being my favourite at the moment. I'm also a member of the social committee in Quintas and love organising the events and participating in the networking that comes with it.

I primarily work within the sales and distribution team and currently in a team of three. However, all departments within Quintas Wealth Management work closely together.

When do you plan to retire or give up working?

Ideally I would love to retire early. But who knows what the future holds, I may win the Lotto in the meantime!

Best bits:

Working with a great team in a good environment, sharing common goals and achieving them. Also, being able to work independently in surroundings where you are constantly learning.

Worst bits:

Some elements of the financial sector can

change and evolve. These changes are now more common an occurrence due to the current economic climate, and taxation and pension legislation is constantly being updated.

Advice to those who want your job?

An interest in financial services is a definite and be prepared to work hard! You have to be willing to improve yourself through self-learning and be motivated.