

Renu's Story: Business Analyst in Transformation




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HSBC is the leading international bank in the country with a footprint that spans the globe. In addition to leading the world in banking, they are leading the way in hiring and retaining a diverse and inclusive workforce.

Renu Sangha has been with HSBC for two and a half years, currently as a Business Analyst in the Transformation group. She came to HSBC with five years of experience in Accounts Payable, most recently as an Accounts Payable Supervisor. Renu has a Bachelors of Science and Bachelors of Business Administration from Simon Fraser University and a Certified General Accountant designation. She came to HSBC in search of an opportunity that would help her grow in her career. Renu is deaf and uses sign language to communicate, she also utilizes an interpreter when needed.

Renu has a friend who is also deaf, working at HSBC. Her friend recommended she apply when hearing from Renu that she was looking for a new opportunity. Her friend's referral led to an interview with three managers at HSBC. Renu brought an interpreter to the interview to ensure that all the information she wanted to convey got across.

In her role as a Business Analyst, she helps to bring people together to facilitate meeting business needs. She translates people's needs into appropriate documentation, and then



works with the Business, IT department and Quality Assurance Team to support. Her role as a Business Analyst supports the organization's ability to achieve strategy by having their high level requirements met through her convening role.

When asked what her favourite part of the role is, Renu comments that she really enjoys the dynamic nature of her work, "Nothing is ever the same. I love challenges and there are always new issues arising. I start with a project and get pulled into something else. I am constantly developing my skills."

Her advice to someone looking for employment is to network as much as you can, and find out where your friends, former colleagues and other connections are working, as those internal introductions go a long way. She encourages candidates to be clear about what they can do, what benefit they bring to the organization, and what if any needs they might have. She believes that without this people jump to assumptions that lead to misunderstandings.

Renu says that the most important contribution HSBC has made to make the workplace accessible is allowing her to hire an interpreter three days a week for four hours a day. This allows her to have an interpreter at key group meetings. HSBC also allows her to work two days a week from home, and she can conduct meetings virtually using assistive technology on those days. Renu also comments that she has always had fantastic managers who are very supportive and advocate for the small accommodations she may require – such as booking meetings in advance so she can ensure her interpreter is present.

"Having Renu as part of our diverse team has been a great experience and clearly benefits the team and wider organization. [The] key to ensuring success has been working closely with Renu to understand how we can best support her in her role, for example by providing an interpreter on set days each week and identifying areas where we can further improve."

– *Rachel Whittaker, Portfolio Manager, Group Transformation, HSBC*