



Please insert here at least one **PHOTO** of your traineeship stay abroad! Preferred motives are photos of your accommodation, of your work place, of being at work. Attention! Due to legal considerations we kindly ask you to send us only photos that have been taken by yourself!



STUDENT DETAILS

University department / faculty: **OVGU MAGDEBURG**
Field of study: **FINANCIAL ECONOMICS**
Home university: **Otto-von-Guericke-Universität Magdeburg**
Nationality: **GHANAIAN**
Duration of traineeship (from ...to...): **01.03.2022-28.02.2023**

TRAINEESHIP INSTITUTION

Country: **LUXEMBOURG**
Name of traineeship institution: **CREDIT SUISSE FUND SERVICES,LUXEMBOURG S.A**
Web page: **WWW:CREDIT-SUISSE:COM**
Address: **5 RUE JEAN MONNET**
Contact person: **RUFFO CARLA**
Telephone / E-Mail: **CARLA.RUFFO@CREDIT-SUISSE:COM +352460011349**

EXPERIENCE REPORT (approx. 3 pages + more photos if applicable)

1) Traineeship institution

Please give a brief description of your host traineeship institution.

Credit Suisse Fund Services Luxembourg S.A is a household name in the financial sector in Luxembourg and Europe as a whole. Its main clients are institutional investors and it has most of the experienced investment bankers in the helm of affairs trading and investing in all types of funds. It is very diversified in terms of staff

and equality others values enshrined in the slogan IMPACT is top notch. It is a great place for an intern to learn because you will have to really work with help and I believe the best way to learn and develop is to learn not only on the job but also from the best.

2) Searching for a traineeship

How did you find your traineeship? Are there any recommendable links or other helpful tips you would like to share?

I was recommended by a friend who had internship the previous year.

3) Preparation

How did you prepare for your traineeship in terms of language, intercultural, professional and organisational aspects? Are there any recommendable links or other helpful tips you would like to share?

in terms of language, I knew I would not have problems because I would be good with English. Regarding intercultural differences, I knew I had to be very open from the very beginning because the work force was vastly diversified and it really helped. In terms of Professional and organisational aspects, I knew I had to be on my best level in terms of attire, self control, computer skills and all necessary manners required to work in a setting like that.

4) Accommodation

How did you find your accommodation? Are there any recommendable links or other helpful tips you would like to share?

In the first month I had to sublet a room because the original occupant had travelled. I had address from a friend to write to REANOVO Frankfurt.de who has apartments in Trier (Petrisberg) and got apartment through them.

5) Traineeship

Please describe the tasks and / or the projects carried out during your traineeship. In which way were you mentored and integrated? How were the working conditions? Did you have especially positive or negative experiences?

As Trainee Client Services Manager Support, I was responsible for supporting the client service manager as well as all other managers and sub-teams working under him on daily basis. aside supporting on daily basis, I had clear task that needed to be done weekly, bi-weekly and some on monthly basis. I had to prepare bi-monthly and monthly onboarding pipelines report, asset under administration report, business development report on a monthly basis, and others. The mentoring process was on daily basis and on the job. For instance, after every report is done, the head of Client Service Team sits with me to go over and point out what needed to be changed and brings you up to the industry standard. I really had a positive experience in every aspect of the training. Find below my main tasks;

- Producing management company pipeline and revenue reports
- Updating fee schedules
- Controlling operating memorandum matrix
- Updating fund agreements
- Coordinating fund agreements retrieval
- Updating management company reports for Board meetings
- Updating Key Performance Indicators (KPIs)
- Participating in fee/invoice management projects
- Handling management company business opportunities reporting
- Producing client complaint reports

6) Acquired qualifications

Which qualifications and skills could you acquire or improve during your traineeship?

I have improve on my attitude towards work and more importantly my organisational skills which my manager to me is the best at it. I also acquired lots of beneficial trainings such as ;

- 2022 Cyber and Information Security Awareness
- 2022 Compliance Fundamentals
- 2022 Financial Crime Compliance Anti Bribery and Corruption
- 2022 Financial crime compliance sanction
- 2022 Financial Crime Compliance Anti Money

Laundering

Non-financial Risk-operational risk Incidents

- Cross Border (CB) Basic Training
- Compliance New Hire certification

7) Green Travel

If you travelled sustainably: Which transportation did you choose? Are there any recommendable links or other helpful tips?

I used the train.

8) Country-specific features

Are there any specific traineeship regulations in the target country that affected you as an Erasmus trainee (e.g. France: housing allowance, convention de stage? If yes, which ones? Are there any recommendable links or other helpful tips you would like to share?

No

9) Visa, residence and work permit (only for international students)

Which prearrangements had to be made in terms of visa, residence and work permit? Are there any recommendable links or other helpful tips you would like to share?

I just had to have my resident permit from Deutschland and everything was fine.

10) Other

Is there anything else you want to let other students know?

I would recommend other students who would like to do a one year internship to look at Luxembourg because they prefer german students to Luxembourg and france who would only allow maximum six months.

11) Conclusion

What is the conclusion drawn after your traineeship experience abroad?

It is the best decision I made last year. Aside the personal development from the training itself, I met my wife in the very beginning in Luxembourg on my way to the office and we got married a week after my internship.

Declaration of consent

I hereby agree to the publication of this report on the website of the Leonardo Office Saxony-Anhalt.

I assure that the photos used in this report do not violate the rights of other persons or companies (personal rights, copyrights etc.).

Please send this report by email to erasmus-praktika@ovgu.de!
Acceptable file formats: [.doc], [.docx], [.rtf], [.odt].