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Career Seminar with Carolynne Wilson



Our third session of the Palm Institute Career Seminar Series was with Carolynne . Carolynne is currently the Manager of Customer Experience at Stanbic Bank Ghana. The central theme of her presentation touched on her experience in the



banking industry and what it takes to be employed by a financial institution. Carolynne has over 11 years of work experience in the service industry within the areas of retail, hospitality, telecommunications and banking. Due to her vast industry experience, she has seen service transform from a 'frontline smile' to an overall 'positive user experience'.

She spoke about her personal experiences prior to her working for Stanbic Bank and shared what motivated her to choose a career path in customer service.



She advised students not to accept 'No' for an answer. According to her, anything short of this is an indication that one is

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settling for less. She encouraged students to be emotional about what they do, what they want to do, and to never follow the crowd.

Carolynne also advised students to take the time to learn and be abreast with current information and relevant knowledge. She emphasized the importance of hard work and higher education as ways to success.

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