During the second half of 2021, I was fortunate enough to secure an internship position at Wise, one of the most well-known and successful fintech startups in the country. As part of the financial crime team, my main responsibility was to ensure the successful screening of European businesses. To achieve this, our team used both operational and technological interventions, including training and communication strategies that were essential to our success.

One of the most unique aspects of working at Wise was the multicultural workplace, where people from nine different nationalities worked together. This diversity allowed me to learn and appreciate various cultural perspectives and work collaboratively with people from different backgrounds. It also sharpened my communication skills as I navigated through different languages and cultural norms.

At the time I joined Wise, the company was facing its biggest operational bottleneck yet. There were two different solutions in place: a stopgap solution and a more permanent one. The stopgap solution involved outsourcing the screening of business clients to another company, which would require transferring our financial crime screening procedures effectively.

I was eager to make an impact and contribute to the company as much as possible. Therefore, I decided to sign up as a trainer to help increase my impact. This was a highly coveted position, as it meant that I would be responsible for training many others to perform the same tasks that I was doing. I was excited about this opportunity and was determined to excel at it.

After assessing the project, I realized that I needed to map the knowledge base transfer in an effective way to make the outsourcing effort start as quickly as possible. By running a time study analysis of the operations agents with limited knowledge base on Looker, I discovered that most of the bottlenecks came from a lack of information depth.

To address these issues, I designed a flowchart with conditionals covering all the major decision criteria and integrated it with my training videos for easier understanding. This effort helped increase the handling time efficiency by 23%. The flowchart and training videos made it easier for the agents to understand and process the necessary information, thus increasing their handling time efficiency.

The impact of my work was significant for the company. By leading the information transfer training after conducting the time study analysis, I was able to design a training guide and process flowchart that positively impacted the case handling time by 23%. The success of the project boosted the company's performance and reputation in the fintech industry, and I was thrilled to have played a significant role in achieving it.

During my time at Wise, I had the opportunity to develop several skills. I honed my training and communication skills, which were essential for my role as a trainer. I improved my analytical skills by conducting a time study analysis and designing a flowchart to address the bottlenecks. Finally, I developed my project management skills by leading the information transfer training and ensuring that the outsourcing effort started as quickly as possible.

One of the most significant takeaways from my internship at Wise was the importance of effective communication in a multicultural workplace. It was fascinating to see how cultural differences impacted communication and how it was necessary to adapt to different communication styles to achieve effective collaboration. I also learned the value of teamwork and how it was essential to work collaboratively to achieve our goals.

Another takeaway was the importance of being proactive and taking ownership of your work. I realized that I could not wait for someone to give me tasks to work on, and I had to take the initiative to find opportunities to contribute and make a meaningful impact. This attitude of ownership and proactive thinking helped me stand out and make the most of my internship.

Overall, my internship at Wise was an enriching experience that allowed me to learn and grow both professionally and personally. The opportunity to work in a multicultural workplace, learn new skills, and make a meaningful impact on the company's performance was an

As a result of my work, the financial crime team was able to successfully outsource the screening of European businesses to the other company, and this significantly reduced the operational bottleneck. The improved efficiency also meant that the company could scale more quickly, which was important as Wise was rapidly expanding to new markets.

My experience at Wise taught me many things that I will carry with me throughout my career. First and foremost, I learned the importance of being proactive and taking the initiative to identify and solve problems. By signing up as a trainer, I was able to make a much bigger impact than if I had simply continued with my day-to-day responsibilities.

Secondly, I learned how to work effectively in a multicultural team. With people from nine different nationalities, it was important to be sensitive to cultural differences and to find ways to collaborate effectively. This experience has prepared me to work in diverse teams in the future.

Lastly, I learned the importance of continuous learning and improvement. During my time at Wise, I was constantly challenged to learn new things and to improve my skills. Whether it was learning how to use Looker to conduct a time study analysis or designing a flowchart to address bottlenecks, I was always learning something new.

Overall, my internship at Wise was a valuable and rewarding experience. Not only did I contribute to the company’s success, but I also developed important skills that will serve me well in my future career. I am grateful for the opportunity to have worked at Wise, and I look forward to applying the lessons I learned to future challenges.