

## *Canada's Investment Industry Faces*



### **John Thong**

**Senior Operations Specialist  
RBC Wealth Management  
Toronto, ON**

#### **How long have you worked in the industry?**

I was working with SBR Global, a consulting company, when I was temporarily assigned to RBC as Operations Engineering - Senior Business Analyst in 2008. Two years later, RBC offered me a full-time position, which I accepted. Since 2011, my role is Senior Operations Specialist in the Asset Servicing, Portfolio Management and Client Reporting Group, in RBC Wealth Management - Canada.

#### **Please tell us about any volunteer activities you may be involved in.**

Besides United Way, I have been a volunteer with Junior Achievement of Central Ontario for the last five years, facilitating courses in various schools within the Greater Toronto Area. I also volunteer at various RBC events, like Agile Symposium, Town Halls, etc.

#### **Please tell us a bit about your average day in the office.**

My day starts very early (around 6:00 a.m). This gives me an opportunity to review my meeting schedules, respond to urgent emails, keep track of global financial news and work on outstanding tasks. Being a Privacy Officer, each morning I conduct an inspection walk around my floor to check on any potential issues or concerns that might arise, so they can be addressed before the staff arrives. Project activities and committee meetings fill most of my day, with some time set aside to resolve issues, review processes, identify opportunities for improvements, and planning.

#### **What drove your interest to work in the investment industry?**

The opportunity to utilize my MBA training was the key motivator to work for the largest bank in Canada. The investment industry is challenging and interesting, being an investor myself. The continued support from senior management and my team members are strong motivators. The work environment is excellent and rewarding.

**Do you find the work you do satisfying? If yes, why?**

Being involved in various new initiatives, with the ability to adapt and apply my previous experiences, make my work very satisfying. When the initiatives that I was engaged in get implemented, my expertise and industry knowledge also expands.

**How do you see the industry helping investors and the Canadian economy as a whole?**

The Investment Industry helps safeguard the interest of investors as well as provide funding to various businesses to keep the Canadian economic engine growing.

**Would you recommend a career in the investment industry to a young Canadian considering his/her career options?" If yes, why?**

Most definitely! It is very challenging and changing, so there is a lot to learn with plenty of opportunities for young Canadians to advance in this career.