



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



**Bank Operations and
Financial Analyst
Training Course**

OVERVIEW



Operations analysts at banks have a very critical role in ensuring smooth, seamless operations in terms of risk-free implementation and execution of key functions. As such, financial operations are closely monitored to identify early warning signals of fraudulent transactions and other risks that could lead to huge financial losses.

Financial analysts, on the other hand, examine the financial information of an organisation and make suggestions for investments and other plans. Statistical data and various analytical methods are applied to reach fruitful conclusions for one's organization.

This course will provide you with the required knowledge, confidence and experience to undertake roles of operations and/or financial analysis for your organisation, thereby demonstrating your talent and ability to multitask between the two important functions, securing greater growth opportunities.



Course Objectives

The key objective of this Certified Bank Operations and Financial Analyst training course is to empower professionals to :

- gain a comprehensive understanding of all functions handled by operations and financial analysts
- closely review and enhance operations to make them smarter, faster and safer
- effectively observe and flag untoward instances or risks that could lead to financial losses, thereby promoting organisational credibility
- mentor other professionals on functions concerning operations and financial analysis
- successfully multitask between many roles and functions related to operations and financial analysis, in turn demonstrating one's capabilities to undertake greater responsibilities and higher roles, promoting career progression
- introduce and work with advanced technology to introduce operational efficiency and productivity
- thoroughly understand and apply various concepts of analysis of financial statements to reach fruitful conclusions, helping one's organisation grow and develop
- devise and build strategic plans and models for operational management and financial modelling for the effective forecast of investment opportunities and risks
- understand expected standards of operation, ethics and safety and ensure that one's organisation is aligning with this
- compete with other professionals in the market, carving a niche for oneself at a global level and increasing one's scope for career progression

TRAINING METHODOLOGY

All training are customisable as per the professional backgrounds of the audience. Before each session, the content is thoroughly reviewed and edited, if necessary.

Training is delivered by highly experienced professionals, using detailed audio-visual presentations for ease of reference. Two-way participation is encouraged through group projects and assignments. Role-plays and experience sharing form an important part of the training method.





Organisational Benefits

With professionals undertaking this Certified Bank Operations and Financial Analyst course, organisations will benefit in the ways mentioned below:

- Seamless operations and effective risk management by trained, experienced professionals
- Accurate financial analysis and appropriate conclusions regarding investments and other future plans
- Application of advanced financial concepts and models to review available data to make accurate decisions
- Introduction of new and advanced technological systems to increase security, reduce human error and make the overall process faster
- Regular training of other professionals on best practices of operations and financial analysis
- Protection against fraud and other risks that could result in business losses, thereby increasing organisational credibility
- Organisational development because of increased credibility and better risk management
- Adherence to regulations and universal benchmarks of operation
- Continuous review and enhancement of existing processes to adopt best practices in the industry

PERSONAL BENEFITS

Professionals opting for this Certified Bank Operations and Financial Analyst training course will benefit in the ways mentioned below:

- Complete knowledge of bank operations and financial analysis to undertake major roles in these domains
- Increased understanding and confidence to review and enhance current systems and processes to adopt best practices of the industry and adhere to all legal and operational standards
- Improved analytical skills and understanding to review various financial statements and the information therein to decide on fruitful investments and other activities for one's organisation, thus contributing to organisational growth and development
- Greater knowledge and understanding to mentor other professionals on responsibilities handled as part of operations and/or financial analysis
- Increased confidence, knowledge and skill to work with new technology to increase operational efficiency and productivity
- Enhanced foresight and attention to detail to identify risks and prevent them from impacting the organisation, thus increasing organisational credibility
- Better understanding and knowledge of modern financial concepts of various financial instruments of the organisation
- Increased multitasking skills to handle several responsibilities across operations and financial analysis, demonstrating one's capabilities to assume managerial responsibilities promoting growth within and outside the organisation



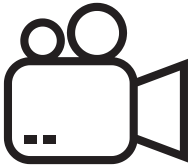


WHO IS THIS PROGRAMME FOR?

The programme is ideal for:

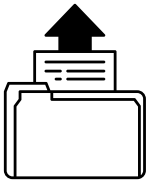
- Strategic leadership of organisations responsible for taking major decisions for the organisation
- Banking executives working in other functions in the industry, with a keen interest in establishing a career as operations or financial analysts
- Managers overseeing several functions involving risk management and financial analysis
- Internal and external auditors responsible for ensuring adherence to legal and regulatory guidelines
- Legal and financial advisors playing a key role in providing expert advice to the strategic leadership at the time of need
- Any other professional interested in knowing more about the responsibilities of bank operations and financial analysts

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Types of Banks

Module 2 : Types of Banking Services

Module 3 : Five C's of Credit Analysis

Module 4 : Sources of Operational Risks in Banks

Module 5 : Challenges of Operational Risk Management

Module 6 : Aspects to Consider when Building an Analytical Framework for Operational Risks

Module 7 : Core Principles of Accounting

Module 8: Types of Financial Statements of Banks

Module 9 : Process to Build a Financial Model

Module 10: Methods of Financial Statement Analysis

Module 11: Steps of Capital Budgeting



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
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