Internship Description and Takeaways

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I accepted an intern position at BNY Mellon through the Summer Analyst Program (SAP) in order to gain the opportunity to transfer classroom skills to the workplace. I also wanted to see which of BNY's departments best fit my career interests, and I found a couple that I plan to potentially pursue in the future. In addition, the chance to work in Pittsburgh excited me. Living out of state was an experience I wanted to inform how willing I would be to accepting an out-of-state job after graduation. Working with a team and having in-person access to coworkers, managers, and others also guaranteed excellent networking and team building opportunities. As a leadership studies minor, I made sure that the internship I chose placed me in a mixture of individual and team projects rather than solely solo projects. The possibility of a full time offer also led me to accept the opportunity. Through this internship, I have identified career paths I want to pursue, furthered my Microsoft Suite skills (especially Excel), shadowed employees in my fields of interest, found that I would be comfortable taking a job away from home, completed hours of general corporate and department-specific training material, and learned new software and skills. I had the opportunity to learn those skills immersed in a supportive team that taught me everything I needed to know. Here are the projects and the teams I worked with.

As a member of the Global Funds Control team, I looked at overdrafts of clients that needed both approval and clearing. We categorized and confirmed receipt of the funds that needed to be sent out to several different teams, and we manually sent them as well. These teams investigated and made sure the client had the funds to make the transactions before clearing them. This ensured that the bank was not exposed to liability in the case that the client cannot provide the funds. Over a thousand of these come in everyday, ranging from as small as a thousand dollars to hundreds of billions. Many clear automatically, but the remainder must be processed manually.

When I first joined the Global Funds Control team, they immediately introduced themselves and placed me with someone to teach me the different Global Funds Control procedures. I met with my teammate, Michael, over Teams several times a week to watch him run the NEXEN program and complete the GFC procedure. The apparent complexity of the procedures scared me, but they assured me that it was simpler than it looked. Thankfully, they were correct. I began completing both versions of the procedure (with supervision) after the first two weeks of training.

Here is the procedure: I used NEXEN to pull up all overdrafts at once. There are two types that I take care of, DOL and CCLR. DOL releases during the day. Hence, it is the during stock exchange's business hours. Each of the overdrafts had a relationship number. I filtered the overdrafts and exported them into excel. I then cleaned the data, getting rid of excess information until I was left with the seven essential pieces. I copied the relationship number to find anywhere from a single entry to a large set of them. I sent the info within each of them to the corresponding

team, also enclosing the proper information from the original exported excel sheet. After adding that information that contained the entry data for each of the entries with the corresponding relationship number, I then sent it out and also marked each of the entries as emailed. I did this for both DOL and CCLR, and the overdrafts come in three times a day. Hence, this project took up a consistent and significant amount of my time. While at BNY, I worked a minimum of forty hours per week and as many as forty-five.

The second team I work with is based in both Syracuse, New York, and the Netherlands. We were working on implementing a URA tool to automate the manual archival process. In order to do so, the company drives containing the folders must be mapped, record class codes must be researched and assigned, record class descriptions provided, location URLs created, trigger dates specified, and contact names listed. I used access to the drives and the retention schedule and record classification databases to complete this procedure for hundreds of files.

In addition to mapping drives, another assigned project dealt with updating access for BNY employees across the US, Dublin, and other locations. In order to figure out who needed access to be removed from the corresponding drives, we needed to figure out which individuals were on multiple teams. We also needed to know which teams those were for each person. There were several teams and thousands of employee team members. Although all the needed team lists were provided, I needed to create an efficient process to avoid manually checking and marking every name in every team list (as well as to avoid my own mistakes). So, using a combination of VLOOKUP, MATCH, ctrl f, IFNA, and other functions, I created the requested lists for all employees.

Another project I was assigned dealt with debit notices and the corresponding accounts. Different teams had added account names, numbers, admin codes, manager names, account statuses, and more into a single excel file, but the formatting of the emails and merging of the email column information and other information were creating issues for the proper usage of the file. With over ten thousand entries, I needed to file through each, correct the mistakes manually, separate information, and highlight specific rows containing special signs. I completed the assignment over the course of a week and a half while tending to other mentioned projects and trainings.

Through attending the in-person, downtown Pittsburgh-based building, I have made connections to BNY employees that I will benefit from down the line. In particular, I have gained a lot of insight from BNY's UX team. I initially saw a UX lab on my floor, and I met an employee from that department. Through this interaction, I managed to schedule a meeting with her, see her work on a project in real time, and gain more information about what UX teams do on a daily basis. Seeing the overlap between tech, psychology, and graphic design to create user adaptive designs was fascinating and is certainly one of my top career path interests.

Another project that fully utilized several of my interests was BNY's ESG project competition. I completed UH Honor's HERE research program in between finishing the school year and attending this internship, and this corporate climate action project allowed me to utilize the research I completed to be of use in informing our project. In the end, myself and one other teammate created a plan and the corresponding rudimentary software tool aimed at giving small businesses practical tools to become environmentally friendly based on their answers to a series of questions. In addition to making their businesses eco-friendly, this increases the likelihood of receiving SLL loans and avoiding climate red lining. I also used economic theory to back up our plan. I used self-interest and researched how relevant Smith's Theory of Moral Sentiments was to our demographic to explain how we could be sure people would participate. We were chosen as finalists (the top 5 of the 41 team submissions from the US, UK, Ireland, and India locations) and are set to present in early August. This exercise in economic application, research, software tool building, and ESG-aligned progress was very fulfilling and enjoyable.

Reflecting on my experience, I am thankful for the takeaways I've gained from this SAP internship experience. All of my time, from the highlights of seeing the fascinating work of UX designers to the lows of repetitive GFC procedures, served to teach and grow me in significant areas I rarely have the opportunity to. From gaining career insights and skills to experiencing workplace culture and networking, I have learned and gained much from my time at BNY. This internship has influenced and expanded the career paths I see for myself in the future, and I look forward to where these experiences will take me.