

# ***Why English Matters***

## **Webisode #5 CITI**

**“The Global Talent Exchange”**

**Francisco Camargo**

**General Manager, Head of Citi Service Center, Costa Rica**

It's a movie. I have to be perfect.

[Music]

### **Title:**

**Why English Matters**

**Documentary Series**

**The Global Talent Exchange**

### **Onscreen Text:**

Citi rotates employees worldwide to learn and share new skills between different offices.

It is only made possible through English.

**Francisco Camargo**

**General Manager, Head of Citi Service Center, Costa Rica**

Geography is less relevant than talent. One of the motivators that you have is a rotation program. We can rotate employees in different locations. They can see the globe is much bigger than the box that they live in the country.

**Anchal Mohan**

**Vice President**

I work for Citibank in four different countries starting with India, the U.S.

**Daniel Rupinta Jr.**

**Senior Vice President**

Malaysia, Singapore, Australia, Hong Kong.

**Fabrizzio Duran**

**Vice President**

Mobility is a critical enabler for talent succession and talent development. Utilizing the English as the tool to do so is critical.

[Music]

**Francisco Camargo**

**General Manager, Head of Citi Service Center, Costa Rica**

We send employees to different locations. They can get the aspect of diversity in a different culture. But the more important for us when we get the employee back, they are really, really flexible and we need English as a enabler for that.

[Music]

**Anchal Mohan**

**Vice President**

You tend to have a better understanding and more patience of how work is done in other countries.

**Daniel Rupinta Jr.**

**Senior Vice President**

I grew personally and professionally in working in different cultures and different people.

**Carolina Nelson**

**Migration Coordinator**

Now I'm able to put all the knowledge that I learned out of the country here in the site.  
So I'm practicing everything that I learned out of the country.

**Anchal Mohan**

**Vice President**

You get the best out of the international teams.

**Daniel Rupinta Jr.**

**Senior Vice President**

It's a win-win situation for me and the company.

**Francisco Camargo**

**General Manager, Head of Citi Service Center, Costa Rica**

Employees that come back from rotations, they are able to adapt to cross-cultural differences much easier. They are much better employees because they see the globe now. They don't see only the country that they live.

**Daniel Rupinta Jr.**

**Senior Vice President**

English has extremely important in facilitating my experience in these different countries.

[Music]

**Fabrizzio Duran**

**Vice President**

When people say that the sky is the limit, it is truly really possible in a company that encourages global mobility as Citi does.

[Music]

**Carolina Nelson**

**Migration Coordinator**

I would love to go to New York, to Hong Kong, to Manila again if I have the opportunity.  
And the fact that I can speak English, that will open the door to me to do it.

**Daniel Rupinta Jr.**

**Senior Vice President**

Without English, it would almost be impossible for me to survive in these different countries.

**Francisco Camargo**

**General Manager, Head of Citi Service Center, Costa Rica**

[another language]

**Fabrizzio Duran**

**Vice President**

[another language]

**Daniel Rupinta Jr.**

**Senior Vice President**

[another language]

**Carolina Nelson**

**Migration Coordinator**

[another language]

**Anchal Mohan**

**Vice President**

[another language]

**Francisco Camargo**

**General Manager, Head of Citi Service Center, Costa Rica**

[another language]

**Onscreen Text:**

The views and testimonies expressed in this documentary are of the individuals participating in it and do not necessarily reflect the views of Citi.

**[End of Citi]**