



## POSITIONS WITH A FUTURE

In February 2010, Calyon, Crédit Agricole's corporate and investment bank, changed its name to Crédit Agricole Corporate and Investment Bank (CIB). Benefiting from its parent company's credit rating and financial solidity, Crédit Agricole CIB is positioned as a heavyweight in the financial markets. Eric Baudson, the Bank's Global Head of IT and back offices, tells us about the career opportunities within its Global IT & Operations division.

### Interview with Eric Baudson, Head of the Global IT & Operations division



Global IT & Operations (GIO) combines the operational support functions (middle and back office) and IT at Crédit Agricole CIB. What role does this division play in a corporate and investment bank?

With more than 2,000 employees in 30 countries, Global IT & Operations is a strategic partner for the corporate and investment bank's business lines. Concretely speaking, our division implements all the resources needed to ensure the processing of the transactions initiated by our front office functions, taking constant care to control operational risks. GIO also provides all of Crédit Agricole CIB's business lines and support functions with the information systems and techniques they need to operate. We support our internal clients by implementing their development projects and take part in the control and management of operational risks by deploying structuring projects to secure our systems.

GIO is driven by a spirit of innovation and adaptation to market realities. What are the challenges your division currently faces?

Since the financial crisis that began in the summer of 2007 and the reversal in the economy that followed, GIO has had to adapt itself to the market's new realities and constraints by implementing a strategy oriented toward industrialisation, cost control and internal transformation. Currently our main objective is to improve our efficiency and the quality of our services while controlling operational risk. It is also essential for us to maintain our agility, i.e. our ability to respond to all of our clients' needs and to support their new projects by proposing innovative solutions.

You plan to hire 200 employees in 2010. What is at stake in this recruitment drive?

This wave of hiring corresponds to our desire to strengthen not only our IT staff but also our middle and back offices to support Crédit Agricole CIB's development. We are going to recruit more than 200 new employees in France, London, New York and Asia (Singapore, Hong Kong and Tokyo). To support the redeployment of our front offices, we want to strengthen our in-house skills and improve our control by making our system entirely secure.

What profiles are you seeking for the various GIO departments?

We are seeking a wide variety of profiles: business line analysts, project managers, IT managers, developers, architects and production engineers for our IT division, in addition to middle office and client operators with an international orientation for our investment banking activities and reference systems.

What career opportunities are available to the young graduates who join you?

Joining Global IT & Operations means being integrated into both the corporate and investment banking business and the Crédit Agricole Group and being able to evolve in a division that is steered by a clear, long-term development strategy. Working in a global division with the responsibility for both IT activities and operations makes it possible to offer inter-functional career opportunities in France and abroad, in particular as projects are deployed. Joining GIO means evolving within a dynamic company with a human scale driven by a sense of teamwork and offering a broad range of positions.