



Plaça Catalunya 1
Barcelona

Citibank España SA

Citibank, a major international bank, is the consumer banking arm of financial services giant Citigroup. As of March 2010, Citigroup is the third largest bank holding company in the United States by total assets, after Bank of America and JP Morgan Chase. Citibank has retail banking operations in more than 100 countries and territories around the world.

In addition to the standard banking transactions, Citibank offers insurance, credit cards and investment products. Their online services division is among the most successful in the field claiming about 15 million users.

Shared Services Centre (SSC) active in Catalonia since 1999

Competences

Customer care (private and corporate banking), risk management, treasury, fraud, stock options management, business development. For EMEA markets.

Languages spoken

12 (Spanish, English, German, Italian, French, Belgian French, Dutch, Flemish, Hebrew, Arabian, Russian)

Scalability

The centre started attending a few countries but it soon reached highly complex activities focused in the European market. From 2005, many of its activities were outsourced to India due to lower labour costs. Therefore, the Barcelona centre saw its competences and employees reduced.

In 2011 several of the outsourced activities to India have come back to Barcelona because of the quality levels reached in India and the economies of scale obtained in concentrating the activity in one place.

Reasons to choose Catalonia

Talent (multilingual, expert in finance, affordable prices), support of the Public Administration, excellent IT infrastructures.

Candidates per position

3 or 4 final candidates per position.

Number of employees: 640

Turnover rate: under 10%

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