VIDEO TRANSCRIPT - Career Crossroads: Jennifer Makowski

**Corresponding transcript to the PNC Flix video 'Career Crossroads - Jennifer Makowski'.**

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**What have you done to grow your career at PNC?​​**

I have continually asked for more and more responsibility and stretch assignments.

My goal was always to learn about not only my line of business but the company as much as possible.

With PNC's education reimbursement program, I earned two master's degrees at Point Park University, and also a leadership certificate at Cornell University.

Presently, I am a part of the Carnegie Mellon University Strategy and Innovation cohort, which is a program that is sponsored by PNC.

Another piece that's important is that I went from being a manager to an individual contributor.

I made that move so I could grow, further develop myself, and then move back into a management role.

My advice would be to not be afraid to do that or to take a lateral role, especially if it gets you closer to where you really want to be.

You're building a bigger foundation, and that's for something that's going to better your career.

**How has manager support helped to enhance your career?​​**

In the 10-plus years that I've been with PNC, I've had wonderful management.

From my direct manager to the line of business leader to the executive committee, I'm grateful to have had an incredible support system, and I've never had any challenges with my managers here.

I've always been upfront in stating what my goals were.

Every year, I've created a development plan for myself and would definitely recommend doing so in Workday.

It creates a clear line of communication, and it builds a strong rapport with your management, also with your peers, and then it has the trickle-down effect, so the same rapport with your team.

**What career advice do you have for other employees?​​**

Hard work pays off.

Do the job, do it right.

That alone will enable you to build that strong rapport with your management and with your team.

Also, whenever you can, take on stretch assignments.

Doing so helps you develop not only a new skill set, but also a new network.

Step outside of your comfort zone.

It'll impact your career and enable you to get to the next step.

At the end of the day, it's critical that you put your energy into your day job.

**How do you strengthen your leadership skills?​​**

I read a lot about developing employees, including Harvard Business Review, as well as other books and articles about career coaching.

I'm also a very firm advocate of the D&I monitoring program that PNC offers.

It's an awesome way for employees to develop.