VIDEO TRANSCRIPT - Career Crossroads- Diana Besoiu

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​Below is the transcript to the PNC Flix video *Career Crossroads - Diana Besoiu*.

If you would have asked me

many years ago

if I would have ended up

in a customer-care center,

I probably would not have thought that would be the case.

But through some great connections

and people that I've met

along the way,

I found out about this opportunity,

and it's a really good fit.

So, in my career,

I've always made it my point

to focus on a few things,

those being just creativity.

I've always had just a passion for being creative,

as well as for starting something out of nothing.

So the strategy end of things,

really just analyzing situations

and trying to come up

with solutions,

as well as developing others

who really enjoy focusing on people and seeing them succeed.

So rather than chasing

maybe a title

or going after

a specific position,

I've always just looked for those core elements

that I'm passionate about.

And that's kind of how

I've navigated

and really driven my career

through PNC.

I am a firm believer in if you don't write something down,

it doesn't become real.

It doesn't happen,

so I am a list maker.

I make lists of lists.

So, development planning

is something

that I've really tried

to take advantage of

because oftentimes

if you're not focused,

it's easy to go off on a tangent

that maybe isn't what you originally set out for yourself.

And so I try to instill that

in my team, as well,

and it doesn't always mean that it's that next position

or it's that next role

or that next title.

But it can also be a skill

or a competency that someone

is just really passionate about developing or refining,

or an area of opportunity.

So, I'm not a banker by trade,

but I have been able to really make some good relationships

here within PNC

that's just helped me

navigate the waters,

so to speak

within a couple different departments

doing some different functions.

But I've always just found that passion and that support

through my management,

through peers, through my team,

so to me, it just says

that PNC is not just a brand.

It's really about the people.

It's really about the people

who make the company.

I think about the movie "Miracle" from 2004.

There's a quote in there where the coach says...

When you pull on that jersey,

you represent yourself

and your teammates.

And the name on the front is

a hell of a lot more important

than the one on the back!

It's more about the name

on the front of the jersey

than the back.

and that's always something that's spoke to me

because I think all of our email addresses end in PNC.com,

so we're just one big team here.