Interview between Elizabeth Vadja

[Name of the Writer]

[Name of the Institution]

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Providing selling solutions to business is not an easy task, especially when the technology being used in this respect is changing every other day. No matter how tough the job is, many companies are doing this job and providing selling solutions to small and large businesses. Scotiabank is one of such service providers. Scotiabank is providing expert selling solutions and Point of Sales (POS) system to its client through its Merchant Payments System. Scotiabank is currently working in 18 countries and planning to introduce these systems in many new countries in the near future. Miss Elizabeth Vadja is the senior manager operations who is looking after this department and managing all the operational efficiency.

An interview was conducted with Miss Vadja in this respect regarding her experience in the Merchant Payments System Department of Scotiabank, the nature of operations of the Scotiabank, especially the specific department and the future plannings of the company. Regarding the operations of the department, Miss Vadja told that her department deals with various Brick and Mortar stores across all these 18 countries. In simple words, the bank handles the financial transactions of these stores, with a little help from a technology partner (Fiserv).

Miss Elizabeth told me that the bank also provides a number of selling and transaction solutions to the merchants dealing in online transactions and running E-commerce. When asked about the challenges in the business continuity, Miss Elizabeth informed that running and maintaining a physical POS terminal was much challenging as compared to the maintenance of an online POS terminal.In short, it was a good interview session with Senior Manager Operations, Merchant payments Systems, Scotiabank. I was very informative and I got to learn a lot about the selling systems and how does this system work in with collaboration with the businesses.