

YOUR CAREER. YOUR PATH. OUR SUPPORT.



JULIA
KARANIAN

Manager, Platform Development

17
Years
at EFG

Julia's career at EFG has been shaped by one constant: a belief that success is built as a team. From her earliest roles to leading her own team today, she has leaned into collaboration, stepping into new challenges, asking questions across departments, and building a deeper understanding of the business at every stage.

- She **expanded her knowledge beyond her own role**, seeking to understand how different areas of the business connect and support one another.
- She embraced cross-training, coaching, and development opportunities, **using the support of leaders and teammates** to prepare herself for increasing responsibility.
- She partnered with leadership to develop a transition plan, **gain critical knowledge, and ensure business continuity** when a leadership gap emerged.
- She developed management skills by participating in seminars and **leveraging available resources** such as Udemy while effectively balancing her daily workload and commitments.

Today, Julia continues to grow the same way she always has: by **solving problems, supporting her team, and making sure the work moves forward seamlessly for everyone who depends on it.**

Career Milestones

2009

Starting as a **Team Lead for WALKAWAY Customer Service**, Julia provided dedicated customer support for a new EFG product offering

2012

Moving into OA as a **Client Relations Specialist**, she refined and expanded customer service skills to support EFG dealers

2014

Julia stepped up to assist a new OA manager as a **Team Lead**, to provide guidance to new team members

2015

Seeing an opportunity to **develop new problem-solving skills** and help to resolve escalated customer concerns, Julia requested the opportunity to be part of the new Platform team as a **Client Support Manager**

“*I encourage team members to stay open, step outside their comfort zones, and be willing to contribute wherever needed.*”

Dependability **R**espect **I**ntegrity **V**isionary **E**xcellence

The EFG value that most motivates Julia is **Respect**. She believes growth happens when people share knowledge, support one another, and work together as one team to achieve the best outcome for clients and each other.