

# Welcome to Wells Fargo's Technology and Operations Group (TOG)

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## **Talent Acquisition Presenters:**

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Tuesday, January 17, 2012

Conference Line: 1-800-250-2600

Participant Code: 27643287#

Together we'll go far



# Background

- Wells Fargo and The National Employment Team (NET)
  - Internal Disability/Veterans Employment Strategy Project
  - Wells Fargo presentation to the NET
  - Kathy presented to Wells Fargo's Enterprise Recruiter Forum
    - NET contacts provided to Wells Fargo
    - Wells Fargo lines of business's initiative to reach out
- Colorado – January 2011
  - Partnership with Larry Gehring, CO Division of Vocational Rehabilitation
  - Technology and Operations Group (TOG) limited openings in CO

# Agenda

- Wells Fargo Overview
  - About Our Company
- Technology and Operations Group Overview
  - Who We Are
  - Technology Job Opportunities
  - Operations Job Opportunities
- Weekly Communications and Application Process
- Questions

# Our Vision

We want to **satisfy** all  
our **customers'** financial needs  
and **help them succeed**  
financially.

# Our Businesses

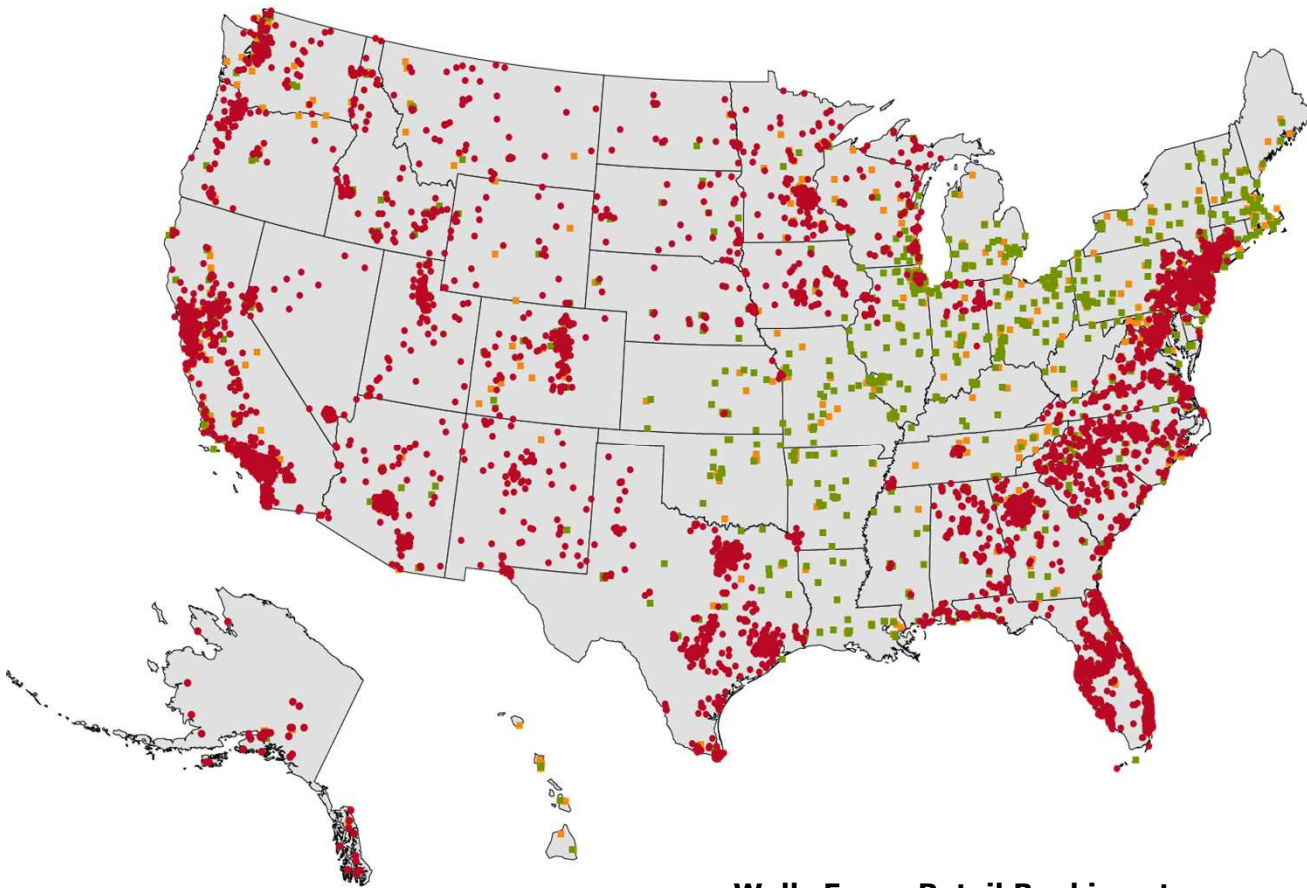
| Audit & Security   | Chief Administrative Office  | Community Banking   | Consumer Lending   | Corporate Finance  |
|--|--|---|--|--|
| <ul style="list-style-type: none"> <li>▪ Audit Services</li> <li>▪ Physical Security</li> <li>▪ Corporate Investigations</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Corporate Communications</li> <li>▪ Corporate Human Resources</li> <li>▪ Social Responsibility Group</li> <li>▪ Enterprise Marketing</li> <li>▪ Government Relations</li> <li>▪ Office of Transition</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Regional Banking</li> <li>▪ Diversified Products Group</li> <li>▪ Internet Services Group</li> <li>▪ Customer Connection</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Home Mortgage</li> <li>▪ Home Equity</li> <li>▪ Dealer Services</li> <li>▪ Educational Financial Services</li> <li>▪ Consumer Credit Card</li> <li>▪ Rewards &amp; Enhancement Services</li> <li>▪ Personal Credit</li> </ul> | <ul style="list-style-type: none"> <li>▪ Controllers</li> <li>▪ Corporate Development</li> <li>▪ Corporate Properties</li> <li>▪ Enterprise Expense Management</li> <li>▪ Enterprise Offshore</li> <li>▪ Investments</li> <li>▪ Investor Relations Treasury</li> </ul>   |
| Corporate Risk   | Legal  | Technology & Operations Group   | Wealth, Brokerage & Retirement   | Wholesale Banking  |
| <ul style="list-style-type: none"> <li>▪ Credit Risk</li> <li>▪ Operational Risk</li> <li>▪ Market and Institutional Risk</li> </ul> | <ul style="list-style-type: none"> <li>▪ Banking, Operational Risk, eCommerce &amp; Intellectual Property</li> <li>▪ Consumer Credit</li> <li>▪ Consumer Lending</li> <li>▪ Corporate &amp; Regulatory</li> <li>▪ Enterprise Services</li> <li>▪ Finance &amp; Operations</li> <li>▪ Global Commercial &amp; Insurance</li> <li>▪ Litigation &amp; Workout</li> <li>▪ Retail Brokerage &amp; Asset Management</li> </ul> | <ul style="list-style-type: none"> <li>▪ Enterprise Data &amp; Analytics</li> <li>▪ Information Services</li> <li>▪ Operations</li> <li>▪ Technology Governance Services</li> <li>▪ Technology Infrastructure Services</li> <li>▪ Technology Integration Program Office</li> <li>▪ TOG Accounting &amp; Finance</li> <li>▪ TOG Human Resources</li> <li>▪ TOG Risk Management &amp; Compliance</li> </ul> | <ul style="list-style-type: none"> <li>▪ Wealth Management Insights Center</li> <li>▪ Wells Fargo Private Bank</li> <li>▪ Family Wealth</li> <li>▪ Lowry Hill</li> <li>▪ Wells Fargo Advisors</li> <li>▪ Retirement</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Asset Management</li> <li>▪ Commercial Banking</li> <li>▪ Corporate Banking</li> <li>▪ Commercial Real Estate</li> <li>▪ Insurance Services</li> <li>▪ International Group</li> <li>▪ Specialized Lending, Servicing &amp; Trust</li> <li>▪ Treasury Management</li> <li>▪ Wells Fargo Capital Finance</li> <li>▪ Wells Fargo Securities</li> <li>▪ Wholesale Credit</li> </ul> |

# Our Recruitment Model

- Decentralized support model:
  - Each line of business has an independent recruitment team
    - 80% with recruiting support, 20% without
  - Enterprise Talent Acquisition
    - Technology
    - Vendor Management
    - Sourcing
    - Selection and Assessment
  - 400+ recruiting personnel, geographically dispersed
  - Various enterprise communication channels
    - Enterprise Talent Acquisition Council (ETAC), Recruitment Leadership Forum (RLF), Enterprise Recruiting Forum (ERF), Recruiter Connection

# A Location Within 2 Miles of 50% of All Americans

Wells Fargo serves consumers & businesses in more communities than any other U.S. Bank



- Wells Fargo Retail Banking stores
- Wells Fargo Advisors offices
- Wells Fargo Home Mortgage stores

As of September 30, 2011.

(1) Active, full-time equivalent.

(2) Series 7 brokers.

(3) Combined active customers.

70+ million customers  
1 in 3 U.S. households

9,124 stores

## Store Distribution

|                                    |              |
|------------------------------------|--------------|
| <b>Retail Banking Stores</b>       | <b>6,265</b> |
| <b>Wells Fargo Advisor Offices</b> | <b>1,383</b> |
| <b>Wholesale Offices</b>           | <b>758</b>   |
| <b>Mortgage Stores</b>             | <b>718</b>   |

## Sales Force

|   |               |
|---|---------------|
| <b>Platform Bankers<sup>(1)</sup></b>   | <b>30,800</b> |
| <b>Financial Advisors<sup>(2)</sup></b> | <b>15,188</b> |
| <b>Home Mortgage Consultants</b>        | <b>10,000</b> |

## Other Distribution Channels

|   |                |
|---|----------------|
| <b>ATMs</b>                                   | <b>12,231</b>  |
| <b>Online Banking Customers<sup>(3)</sup></b> | <b>19.7 MM</b> |
| <b>Mobile Customers<sup>(3)</sup></b>         | <b>6.7 MM</b>  |

# Our Market-Leading Financial Products

|   |  |
|---|--|
| <b>Deposits</b>                         | #2 in U.S. <sup>(1)</sup>  |
| <b>Residential Mortgage</b>             | #1 Mortgage originator <sup>(2)</sup><br>#2 Mortgage servicing portfolio <sup>(2)</sup>  |
| <b>Lending</b>                          | #1 Small business lender <sup>(3)</sup><br>#1 Commercial real estate originator <sup>(4)</sup><br>#1 Used car lender, #2 auto lender overall <sup>(5)</sup><br>#1 Middle market commercial lender <sup>(6)</sup><br>#2 Education finance lender (private) <sup>(7)</sup> |
| <b>Investment Banking</b>               | #3 Loan syndication bookrunner <sup>(8)</sup><br>Top 10 Issuer of equity capital markets <sup>(9)</sup><br>Top 10 Issuer of domestic high grade & non-investment grade loans & bonds <sup>(10)</sup><br>#2 in Stock-picking (Research) <sup>(11)</sup>                   |
| <b>Insurance</b>                        | #1 Bank-owned insurance brokerage <sup>(12)</sup>  |
| <b>Wealth Management/<br/>Brokerage</b> | #2 Bank-owned mutual fund family <sup>(13)</sup><br>#2 Annuity distributor (based on sales) <sup>(14)</sup><br>#3 Full-service retail brokerage (based on FAs) <sup>(15)</sup><br>#4 Wealth management provider (based on AUM) <sup>(16)</sup>                           |
| <b>Card Services</b>                    | #2 Debit card issuer <sup>(17)</sup><br>#1 U.S. bank managed remittance network overseas <sup>(18)</sup>   |

(1) FDIC data, June 2011 (2) Inside Mortgage Finance, August 2011. (3) U.S. in dollars per CRA data, 2010. (4) Based on volume and dollars in the U.S. Mortgage Bankers Association, October 2011. (5) AutoCount, September 2010 – August 2011. (6) Lead bank market share, Greenwich Associates 2010 Middle Market Survey. (7) Individual company reports, 2010. (8) Number of transactions, Thomson Reuters, YTD through September 2011. (9) Securities Data Company, YTD through September 2011. (10) Bloomberg, YTD through September 2011. (11) Among all eligible Wall Street firms, Financial Times/Starmine 2011 annual survey. (12) Business Insurance Magazine, July 2011. (13) Strategic Insight, 9/30/11. (14) SunLife Distributer Roundtable Survey, April 2011. (15) Internal and peer reports, 3Q11. (16) Based on AUM of accounts > \$5 million, Barron's, September 2011. (17) Nilson Report, April 2011. (18) Inter-American Dialogue, 6/18/10.

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# Our Outstanding Reputation

**FORTUNE**

World's 41<sup>st</sup> Most Admired Company (2011)  
23<sup>rd</sup> in Revenue Among All Companies in All Industries (2011)

**Forbes**

Top 20 Biggest Public Companies in the World (2011)

**DiversityInc.**

Top 50 Companies for Diversity (2011)  
Top 10 Companies for Asian Americans (2011)  
Top 10 Companies for LGBT Employees (2011)

**LATINA Style**

12<sup>th</sup> Best Company for Latinas (2011)

**Brand Finance**

Among Top 10 Most Valuable Brands in the World (2011)

**BLACK ENTERPRISE**

One of the Top 40 Best Companies for Diversity (2011)

# Our Diversity Mission

*Wells Fargo Team Members should expect to work in an environment where **each person feels valued** for individual traits, skills and talents, and has the opportunity to **fulfill ambitions and contribute** to the success of the company.*

## Creating an Inclusive Environment:

- **Enterprise Diversity Council.** Members from every business line advise Executive Management Committee on policy, program, culture and leadership best practices.
- **Team Member Networks (TMNs).** We have networks devoted to professional development, community outreach, recruiting and retention, and customer insight:
  - Asian Connection
  - Black/African American Connection
  - Diverse Abilities TMN
  - Latin Connection
  - Middle East TMN
  - Native Peoples TMN
  - PRIDE TMN
  - Veterans' TMN
  - Women's TMN

# Proud Supporters of our Communities

- United Way's #1 Largest Corporate Campaign over the past two years nationally (2)
- Team Members volunteered over 1 million hours and donated \$63.9 million of their own dollars to nonprofits (2011) (3)
- America's 3<sup>rd</sup> Most Generous Cash Donor (2011) (4)
- Wells Fargo has contributed \$152 million to 16,000 nonprofits (Sept. 2011) (5)



## Volunteer Service Awards

Honors team members and their volunteer activities by providing cash grants to hundreds of nonprofit organizations and schools where they have demonstrated outstanding volunteerism.

## Volunteer Leave Program

Provides team members with full pay and benefits from three days up to four months, while they volunteer on projects of significant impact at a nonprofit organization.



(1) Corporate Social Responsibility Report (2) United Way Worldwide (3) Teamworks Community Support 11/7/11(4) Wells Fargo Recognition and Awards (5) Wells Fargo Today Q3 2011

# Welcome to TOG

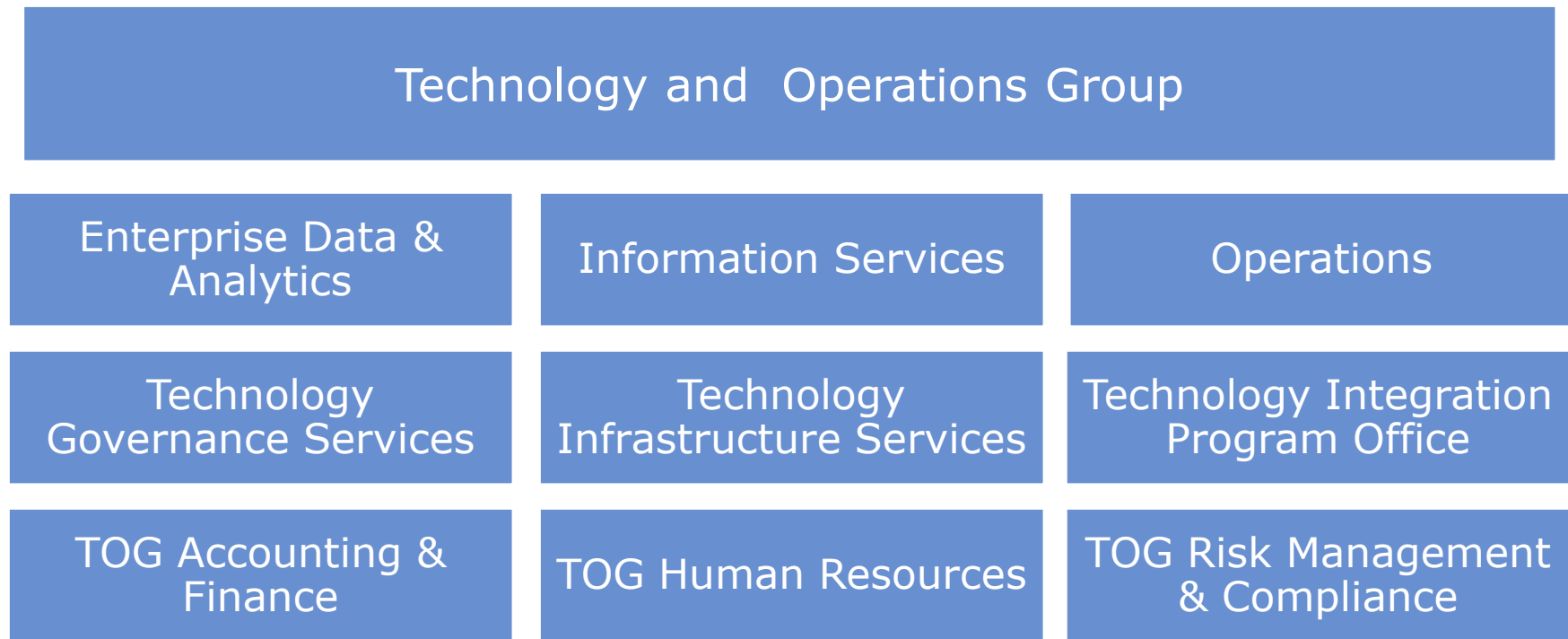
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## An Overview of Technology and Operations Group

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# TOG Divisions



# Enterprise Data and Analytics

Responsible for Wells Fargo's data business, enabling our Business Partners to leverage their data from business insight into value-driven action through enterprise data governance and exceptional data operations, management, and analytical capabilities.

# Information Services

Responsible for guiding the effective use of information technology (IT) and resources to deliver IT solutions across the company through application development, data strategy and management and enterprise support. Aligned support services include Project Delivery Services, Efficiency Management and Risk and Compliance.

# Operations

Responsible for key functions critical to achieving Wells Fargo's vision and values-to satisfy all of our customers' financial needs while insuring the integrity of their transaction processing.

Essential functions include:

- Accounting support for retail stores
- Air, ground, armored transportation
- Cash vault
- Check processing
- Customer adjustments
- Electronic payments and wires
- Fraud claims & disputes
- Interoffice & external mail service
- Lockbox services
- Monitor, balance, and manage ATMs
- Regulatory & government reporting
- Return item processing
- Safe-deposit processing
- Statement processing



# Technology Governance Services

Supports the TOG infrastructure and business-line customers through technology solutions provided by:

- Enterprise Access Management
- Enterprise Availability Coordination Office
- Enterprise Information Management
- Information Security Technology
- Enterprise Architecture
- Mainframe Resiliency

# Technology Infrastructure Services

Provides and supports essential technologies that ensure the continued success of Wells Fargo through enterprise hosting and computing services, network services and operations, desktop, and technology delivery services.

# Technology Integration Office

Oversees the Information Technology integration efforts between both legacy companies-Wells Fargo and Wachovia Bank, playing a critical role in the success of the combined company. The team is committed to minimizing potential customer and team member disruption through out integration, while providing the highest level of data security, systems availability, and transition risk management.

# Shared Services

## TOG

### Accounting and Finance



Oversees Technology and Operations' strategy and finance teams. It provides TOG teams a wide array of financial tools, templates and guidance on financial issues, accounting policies and procedures.

## TOG

### Human Resources



Responsible for designing and implementing programs to attract, develop, engage, and retain talent to help TOG achieve its business goals.

## TOG

### Risk Management and Compliance



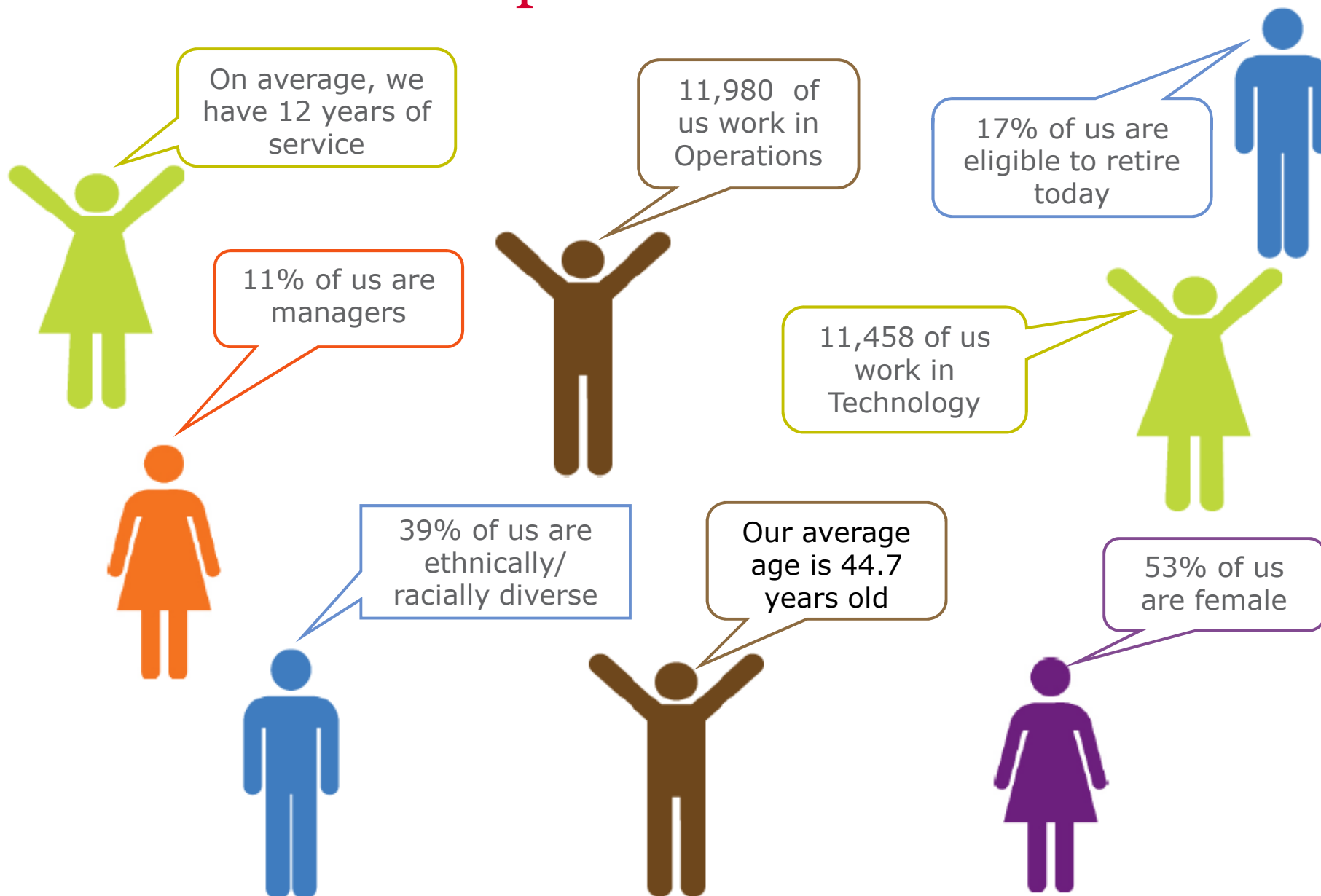
Responsible for driving the execution and comprehensive view of risk across each TOG division by instilling a risk management culture where businesses are accountable for understanding and managing their risk.

# Major Technology and Operations Locations



Cities noted on the maps above have a concentration of 100 or more team members.

# What is the make-up of the TOG team?



# Technology & Operations Group (TOG)

WELLS  
FARGO

# Technology Opportunities

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**Cathy Culbertson**

Recruiting Consultant

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# Technology Opportunities

- Technical Service Specialist 1 and 2
- Applications Systems Engineer 4 and 5
- Network Engineer 5
- Systems QA Analyst 3



# Technical Service Specialist 1 and 2

## Job Description

Following established guidelines, responds to telephone inquiries concerning support, processing or request procedures, systems status and network connectivity. Documents and may resolve basic problems regarding business applications and hardware and software. Records inquiries, repair and service requests, resolves or directs request to appropriate technical area or vendor, tracks status and follows up to ensure client satisfaction. Escalates to senior staff when solution is unclear. Reports problems with procedures.

## Basic Qualifications

- 6+ months IT experience
- 1+ years technical service support experience

## Top Locations (City, State)

- Chandler, AZ
- Charlotte, NC
- Des Moines, IA
- Glen Allen, VA
- Minneapolis, MN
- Saint Louis, MO
- San Antonio, TX

# Applications Systems Engineer 4 and 5

## Job Description

Provides technical consultation and support in the development of computer applications and programs. Analyzes business requirements, designs and writes technical specifications to design or redesign computer solutions. Develops original and/or complex code or provides coding guidance to less experienced staff.

## Basic Qualifications

- 5+/7+ years application development and implementation experience

### Technologies:

- |             |             |                          |
|-------------|-------------|--------------------------|
| • ASP.Net   | • HTML      | • C#.NET                 |
| • VB.Net    | • Ajax      | • AbInito/DataStage      |
| • MSSQL     | • Netcool   | • Oracle                 |
| • Tomcat    | • Ionix     | • SQL Server             |
| • Websphere | • InfoVista | • Teredata               |
| • Perl      | • Netscout  | • Mainframe - Hogan      |
| • JQuery    | • NetOos    | • Java - Pega and/or ASE |

## Top Locations (City, State)

- Charlotte, NC
- Des Moines, IA
- Minneapolis, MN
- San Francisco, CA

# Network Engineer 5

## Job Description

Develops specifications for complex systems, design, and test voice and/or data communications solutions. Designs complex system upgrades. Leads the evaluation of vendor proposals, conducts network studies and traffic analyses, develops network architectures, prepares forecasts of network traffic and capacity, and recommends modifications to the network configurations that reduce costs or improve service. Serves as a high level technical resource on large scale voice and/or data communications issues. May direct or serve as a mentor to less experienced staff.

## Basic Qualifications

- 7+ years network engineering experience

## Typical Requirements:

- Cisco routers and switch configuration experience
- Experience working with complex protocols (OSPF & BGP)
- Genesys CTI, IVR, call routing
- SQL experience
- Test Coordination
- Tools such as Test Director, Quality Center, Quick Test Pro

## Top Locations (City, State)

- Charlotte, NC
- Roanoke, VA
- San Francisco, CA

# Systems QA Analyst 3

## Job Description

Provides technical systems support within a technology organization. Duties are varied and may include one or more of the following:

- Provides support for highly complex technical issues and initiatives related to large-scale applications, systems, databases and/or other technical products and services
- Uses/creates diagnostic, simulation and other tools to maintain, troubleshoot and restore service or data to systems
- Evaluates service level agreement criteria
- Performs migrations from development to production, upgrades, installations and/or configurations
- May evaluate or review queries to extract data, create standard databases, or perform limited programming to fine tune systems supported.

## Basic Qualifications

- 3+ years IT quality assurance and systems/application testing experience

### Technologies:

- J2EE/JEE
- WebLogic / WebSphere
- Unix/Windows
- HP Quality Center
- Other various tools

## Top Locations (City, State)

- Chandler, AZ
- Charlotte, NC
- Greenwood Village, CO

# Technology & Operations Group (TOG)

WELLS  
FARGO

# Operations Opportunities

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**Melissa Bonner**

Recruiting Consultant

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# Operations Opportunities

- Financial Crimes Specialist 2
  - Risk Ops/Fraud Prevention, Integrated Claims Call Center (ICCC)
- Operations Clerk 1
  - Electronic and Commercial Services, Cash Vault
  - Enterprise Utility Services, Output Services, Fulfillment
  - Enterprise Utility Services, Interoffice Systems

# Financial Crimes Specialist 2 - ICCC

## Job Description

Financial Crimes Specialist 2 within the Risk Operations/Fraud Prevention Services Integrated Claims Call Center (ICCC) supports our ATM/Debit card, Automated Clearing House, and check fraud card customers. Responds to inbound customer inquiries while meeting quality standards. Required to use multiple online computer systems with technical proficiency. Excellent communication skills needed to conduct questionnaires while documenting and researching all required information to assist the customer in resolving their dispute.

## Basic Qualifications

- 1+ years financial industry experience

## Minimum Qualifications

- Consistent and stable work history
- 1+ years of relevant customer service experience, preferably in a call center
- Experience in a fast paced production orientated work environment
- Knowledge of navigating various computer applications and MS Office
- Proficient written and verbal communication skills
- Ability to analyze and resolve customer disputes
- Ability to work cohesively within a team oriented environment

## Preferred Skills

- Previous experiences with Debit Card, Regulation E, Regulation CC/DD, General Ledger

## Top Locations (City, State)

- Charlotte, NC\*
- Chandler, AZ\*
- Roanoke, VA\*
- Sioux Falls, SD\*
- Homewood, AL
- Pompano Beach, FL

\* Indicates highest volume of staffing

# Operations Clerk 1 – Cash Vault

## Job Description

Electronic and Commercial Services Cash Vault Operation Clerk 1's learn about cash and deposit processing within a high-volume, fast-paced, deadline driven production environment working behind the scenes. Time is spent on tasks such as receiving, processing, and verifying deposits. This position has strict production metrics that determine acceptable levels of performance. In addition, there are strict deadlines requiring flexibility of schedule, as start and end times are determined by work flow. Operations Clerk 1's demonstrate strong organizational skills, ability to follow procedures, and basic computer knowledge. Shift: 1st and 2nd shift positions

## Basic Qualifications

- 6+ months experience with meeting deadlines and attention to detail or quality

## Minimum Qualifications

- Strong 10 key skills
- Ability to lift 50 lbs.
- Accuracy with strong attention to detail and focus on quality
- Ability to meet high production and quality standards
- Ability to adapt to changing customer requirements
- Self motivated with ability to work independently and manage time
- Ability to read and understand information and ideas presented in writing
- Capacity to work overtime, as required

## Preferred Skills

- Previous Cash Vault, Accounts Payable, or other production environment background

## Top Locations (City, State)

- Los Angeles, CA
- San Francisco, CA
- Tempe, AZ
- San Antonio, TX
- San Diego, CA
- Tucson, AZ



# Operations Clerk 1 – Output Services

## Job Description

Enterprise Utility Services, Output Services Operations Clerk 1's, perform general clerical operations tasks that are routine and/or repetitive in nature. Process work according to established productivity and quality standards, this includes hand assembly and machine operation, for receiving, logging, processing, packing, quality standards, and shipping and/or distributing work. In addition, filing, photocopying, faxing, preparing, and distributing incoming and/or outgoing mail/boxes. Verify orders for coding, quantities, approvals, and communicate discrepancies in the workflow. Perform data entry tasks, and routine math calculations. Works under close supervision following established procedures. Shifts: 1<sup>st</sup> and 2<sup>nd</sup> shift positions

## Basic Qualifications

- 6+ months experience with meeting deadlines and attention to detail or quality

## Minimum Qualifications

- Ability to work under direct supervision and follow specific guidelines
- Able to operate simple machines and perform basic maintenance and repairs
- Demonstrated ability to work in a fast-paced, deadline driven, production environment
- Must be motivated and demonstrate a sense of urgency around customer service
- Must have strong attention to detail with organizational skills
- Physical requirements include the ability to lift 30-40 lbs. and be on feet most of the day
- Must have the ability to operate in a total team environment

## Preferred Skills

- Warehousing and Fulfillment background.

## Top Locations (City, State)

• Charlotte, NC (2 locations)

• Irving, TX

# Operations Clerk 1 – Interoffice Systems

## Job Description

Enterprise Utility Services, Interoffice Systems Operations Clerk 1's, perform tasks within the mail services department which is a fast paced production oriented environment. This position plays a key role in the receipt and distribution of inter-office and U.S. mail.

Responsibilities include logging, weighing, sorting and overseeing the distribution of large volumes of mail. In addition, handling telephone inquiries regarding mail distribution from Wells Fargo team members.

Shifts: 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> shift positions

## Basic Qualifications

- 6+ months experience with meeting deadlines and attention to detail or quality

## Minimum Qualifications

- Strong 10 key skills
- Ability to lift 50 lbs.
- Accuracy with strong attention to detail and focus on quality
- Ability to meet high production and quality standards
- Ability to adapt to changing customer requirements
- Self motivated with ability to work independently and manage your own time
- Good listening skills
- Ability to read and understand information and ideas presented in writing
- Capacity to work overtime, as required

## Preferred Skills

- Prior mail room/mail distribution experience

## Top Locations (City, State)

- El Monte, CA
- Fremont, CA

- Minneapolis, MN

# Weekly Communications and Referral Process

Receive  
Weekly Email

Every Wednesday, Kathy will forward the Weekly TOG Job Opportunities email communication with active external postings.

Share  
Weekly Email  
With Others

We encourage you to share email with other VR partners/clients/job seekers within your geographic area.

Online  
Application  
Process

Qualified individuals interested in our opportunities can apply directly at [www.wellsfargo.com/careers](http://www.wellsfargo.com/careers)

Confirm  
Application  
Submitted

Individual applies and confirms with you application was submitted.

Send  
Referral  
Email to  
Karen Flaxer

Send referral email with the applicants name(s) and requisition number(s) applied to [Karen.Flaxer@wellsfargo.com](mailto:Karen.Flaxer@wellsfargo.com)

**\*\*We welcome your referrals of qualified applicants on a continuing basis.\*\***

# Questions?

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