



"Investing in a skilled, diverse workforce is a top priority for Patelco Credit Union, and Genesys Works is a key partner in this effort."

U.S. companies face a shortage of qualified workers for high-value jobs, while many motivated individuals from underserved communities possess the necessary drive and talent. The critical missing link is access.

Visionary companies such as Patelco Credit Union are tapping into their vast potential to not only nurture their workforce but also bridge the skills gap for low-income high school students. Patelco Credit Union has forged a transformative partnership with Genesys Works, effectively channeling their commitment into actionable change.

A WIN-WIN PARTNERSHIP

Genesys Works and its corporate partners actively engage with local communities to prepare today's students for tomorrow's workforce.

By leveraging eight weeks of technical and professional skills training, a year-long paid corporate internship, and extensive college and career coaching, companies like Patelco Credit Union and Genesys Works are redefining the high school internship model.

Patelco and Genesys Works match business needs with the capabilities and skills instilled in Genesys Works' Young Professionals through training and on-the-job coaching.

Patelco Credit Union is currently benefitting from internship support across multiple teams and roles, including the Member Contact Center, Consumer Loan Servicing, Document Quality Assurance, and Data Services support.

EMPLOYEE ENGAGEMENT

Mentoring Genesys Works interns is profoundly fulfilling for team members, allowing them to develop leadership skills and make a meaningful impact on talented individuals from underserved communities. The Young Professionals bring fresh ideas and energy to the teams they join.

Patelco supervisors work closely with Genesys Works Program Coordinators to ensure a mutually valuable internship experience for students and the company. This partnership aligns student development with Patelco's objectives, fostering positive professional growth.

Growing up, Jennifer, a Genesys Works intern at Patelco Credit Union, faced instability due to the constant changes at home. "It was hard to see past my family situation and imagine a better future. I felt like things couldn't change. But then, I found Genesys Works."

Jennifer felt fortunate to have Mouang as her Patelco supervisor, who always encouraged her to seek answers and give support where needed. "Mouang's belief in me has allowed me to shed my fixed mindset."

Jennifer's internship at Patelco Credit Union allowed her to help her single mother financially and take care of her little brother. "This internship has taught me how to manage my money wisely without it affecting my credit score, which will be invaluable as I move forward into the next stage of my life."



Patelco interns at their Breaking Through Ceremony - graduating from the Genesys Works program



"Genesys Works' internship model is innovative, and we have found it to be effective because it makes business sense – the Genesys Works interns have generated value and enabled us to not only strengthen our community but to discover a new talent pipeline."

**-- MELISSA MORGAN,
CHIEF RETAIL OFFER, PATELCO CREDIT UNION**

GENESYS WORKS PARTNERED WITH FINANCIAL INSTITUTIONS ACROSS THE COUNTRY:

- **Apple Federal Credit Union** (Washington DC) - HR and IT roles.
- **Municipal Credit Union** (NYC) - Customer Service, HR, Accounting, and Legal.
- **Patelco Credit Union** (Bay Area) - MCC, Consumer Loans, IT support, Document Quality Assurance, and Data Servicing.
- **Cadence Bank** (Houston) - Treasury Management and IT support.
- **Amegy Bank of Texas** (Houston) - Treasury Management, Administrative Support, and Services and Commercial Lending.
- **Ameriprise Financial** (Twin Cities) - Analytical roles, Project Coordination, Software Development, Asset Management, and IT support.
- **Huntington National Bank** (Twin Cities) - Project coordination, development support, SCRUM Team, Helpdesk, and Data QA.
- **Mizuho Bank** (NYC) - Derivative Operations, HR, Compliance, Accounts Payable, Corporate Development, Accounting and Fixed Income.