

correlation.one + amazon | career choice

How Correlation One partners with Amazon

to prepare its workforce for the jobs of tomorrow





Why Amazon invests in reskilling and career pathways

At the core of its mission, Amazon believes in providing all employees with opportunities to learn new skills and advance their careers. In 2012, the company introduced Career Choice, an education and training benefit designed to help eligible hourly employees acquire new skills and create pathways to careers in high-demand roles.

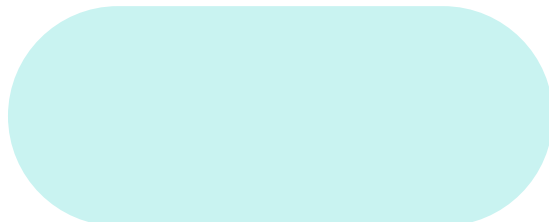
This initiative is particularly beneficial for frontline workers, who often face challenges such as limited career paths, inflexible scheduling, and physically demanding tasks, resulting in high turnover rates. By offering top-notch skills training, **the Career Choice program not only empowers its 700,000+ eligible hourly employees with better career prospects but also helps reduce turnover and cultivates a more committed workforce.**

The Career Choice team partnered with Correlation One to develop and roll out customized technical training programs. **These technical tracks aim to equip Amazon's hourly employees with sought-after skills, enabling them to fill data and digital roles within the company and the broader AWS ecosystem.**



We're committed to empowering our employees by providing them access to the education and training they need to grow their careers. We've seen firsthand how it can transform their lives.

– Tammy Thieman; Global Program Lead, Amazon Career Choice



Correlation One's solution overview

Equipping and coaching Amazon Associates for digital and data roles

Correlation One's training solution is designed to help Amazon Associates secure in-demand, higher skilled, technical roles within Amazon and its AWS ecosystem. As a result, it is structured to support both the Associates' learning and development objectives and the recruiting and retention needs of Amazon and its partners.



For employees, our programs foster engagement and subject matter mastery, leading to industry-leading completion rates and NPS scores.



For Amazon, our programs are scalable, highly customizable, and easy to implement. We also provide benchmarking reports which help employers compare the technical skills of their employees with those of their industry peers.

~250

Employees per cohort

8

Technical training tracks

16

Weeks per track

- Software development
- Salesforce administration
- Cloud support operations
- Cybersecurity
- Data analytics
- Supply chain & logistics
- Data center operations
- Computer support operations

New cohorts are run every three months and are each made up of hundreds of employees. Correlation One offers eight training tracks across a variety of technical domains including data analytics, cybersecurity, IT support and more. These tracks provide choice and opportunity to Amazon's employees as they work to advance their careers by obtaining in-demand skills while also supporting Amazon's talent needs. Training tracks typically last up to 16 weeks and combine live, instructor-led training with asynchronous studies as well as career development coaching.

Our training solution is built upon four key pillars



Job- and company-specific content delivered by experts

Our curriculums are tailored to specific roles within the Amazon organization. This approach ensures that learners are equipped with the theoretical knowledge and practical application to take on in-demand positions within their company.



Robust career and professional development support

Through a structured career development framework and personalized mentorship that is embedded into the curriculum, Correlation One empowers learners to confidently navigate their professional paths, even without traditional educational credentials. We provide unlimited professional coach support from the start of the training and for 18 months after completion.



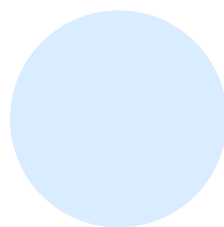
Tailored and convenient teaching methodology

Correlation One training tracks are built to accommodate the unique learning needs and schedules of frontline workers. This includes virtual and instructor-led content designed to accommodate employees' work and personal obligations.



Highly engaged community of learners

Correlation One creates a collaborative and inclusive environment that boosts motivation, accountability, and learning depth. This sense of community encourages learners to share knowledge and collaborate, enhancing the learning process through diverse perspectives and shared experiences. Instructors, teaching assistants, mentors, and coaches who make themselves available for one-on-one sessions as needed to ensure learners always feel supported.



How our partnership has grown

What began as a pilot in 2021 has now evolved into one of the largest training partnerships within the Career Choice program. Our first track, Data Analytics, launched and trained 70 Associates. In less than three years, our offering has significantly grown - both in the number of associates and number of programs released. **To date, we have trained 9,000 Amazon Associates across more than 200 sites in all 50 US states, as well as the UK and Canada.** The key to this growth: our methodology, which enables us to scale programs and customize new content based on Amazon's evolving business needs.



Results: Correlation One's reskilling programs prioritize job outcomes

Our solution has enabled thousands graduates to land dream jobs in critical parts of the Amazon ecosystem



1,000+

Amazon Associates placed in higher-paid roles



90%

completion rates



65

average Net Promoter Score (NPS) across all programs



Muthulakshmi Venkatarajnaidu
Data Analyst

Previous role: Fulfillment Center Associate
Data Analytics alum
Location: Ontario



Nicole Neequaye
Business Analyst

Previous role: Lab Scientist
Data Analytics alum
Location: Kentucky



Brian Myers
Operations Supervisor

Previous role: Warehouse
Salesforce Alum
Location: California



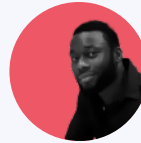
Aakash Patel
Inventory Control Analyst

Previous role: Transportation Associate
Data Analyst alum
Location: Pennsylvania



Daniel Riebel
Data Analyst

Previous role: Fulfillment Center Associate
Data Analytics alum
Location: Ohio



Hermann Batamio
Data Analyst

Previous role: Fulfillment Center Associate
Salesforce alum
Location: Texas



Ruthba Nitia
Lead, Technology Operations

Previous role: HR Coordinator
Data Analytics alum
Location: British Columbia



Mabel Egba
Software Development Engineer Apprentice

Previous role: Process Assistant
Data Analytics alum
Location: Virginia



Learner spotlight: Meet Jami Sarker



Mahmuda Sarker

Data Analyst @ Amazon

Previous role: Fulfillment Associate @ Amazon

Data Analytics alum

Location: Virginia

Jami immigrated to the US from Bangladesh in 2015. In 2021, Jami was working in Richmond, Virginia as a Fulfillment Center Associate at Amazon. She had familiarity with Excel and had tried some coding with limited results, but stated she didn't really know how to supplement her existing skill sets to start a career in business or technology.

When Jami saw the Correlation One Data Analytics program promoted as part of the Amazon Career Choice initiative, Jami knew she had to apply. She was accepted to the 13-week program and graduated in August 2022.



The most helpful aspect of the program for me was the community I had access to. When I needed help or access to resources, I could call upon my Instructors, TAs, and Professional Development Coach 24/7.

As part of the professional development component of the program, Jami's Career Success Coach made her aware of open Data Analyst roles within Amazon. Jami then worked with her coach to position her accomplishments and skill set, and applied to the roles. After completing Amazon's recruitment process, she received an offer and joined the Product Operations group as a Data Analyst.



I currently perform product research and analysis, as well as SOX audits. I create tools using Visual Basic, Macro and other applications that rely on Python skills. I also prepare various management reports using the analytics knowledge I gained.

Sample program curriculum: Logistics & supply chain

Course overview

The Logistics & Supply Chain program provides a comprehensive understanding of today's global supply chain challenges. Participants will learn how supply chains react to global stresses and develop an action plan to optimize the current global supply chain based on identified opportunities for improvement.

Pre-requisites

This program is designed for entry-level professionals, and does not have any formal pre-requisites beyond basic familiarity with organizational structure and basic computer fundamentals.



Course duration:
16 Weeks



Total time:
160 Hours

Instructor



Wendy Serapiglia, CSCP, CPIM is an instructor in the supply chain management department at Duquesne University. Wendy teaches supply chain and operations management classes in the undergraduate and graduate level. Prior to entering academia, Wendy spent **20+ years working with large international manufacturing companies**.

Sample Course Modules

Section 1 – Becoming a successful Supply Chain & Logistics Analyst

Case lectures	What is data literacy?	Keeping track of costs in an Amazon Fulfillment Center
Professional development	Introduction to professional development	

Section 2 – Foundations of excel and analytical thinking

Case lectures	How should I price the books my publishing company is selling?	Should my company implement a proposed waste reduction strategy?
Professional development	Workshop: Building a personal website and portfolio	

Section 3 – Deriving insight from data

Case lectures	How does Amazon track and manage its highest and lowest performing fulfillment centers?	Should Target open a new store in South Philadelphia next quarter?
Professional development	Workshop: Networking and job search strategy	

Training tracks tied to career pathways

Correlation One worked with the Career Choice team to design specific career pathways and ensure the course content would translate into relevant roles within Amazon and its partner network across all its training tracks. This section showcases all the skills taught via each track and how they tie to specific roles.

Data analytics

● Skills

Basics of excel queries

Charts and tables interpretation

SQL and data wrangling

Quantitative and qualitative analysis

Statistics and hypothesis testing

Data visualization

Database management

Python

● Sample career tracks

IT Data / Data Analyst
Data and Reporting Analyst
Financial Data Analyst
Data Operations Analyst
Data Quality Analyst
Data Analyst Manager
Analytics Manager
Lead Data Analyst
Lead Business Analyst
Data Intelligence Analyst
Lead Financial Analyst

Web / Software development

● Skills

Coding

HTML

Algorithms

CRUD operations

Front end frameworks

SQL

ReactJS

API integration

JavaScript

CSS

Design

Wireframing

UI prototyping

User personas

User testing

Responsive design

Accessibility

Development

Version control (Git)

Scrum/Agile workflow

Debugging

● Sample career tracks

- ◆ Software Support Specialist
- ◆ IT Support Specialist / Analyst / Engineer
- ◆ Application Support Technician
- ◆ UX Designer
- ◆ Junior / Entry-level Front End Developer
- ◆ Junior Web Developer / Designer
- ◆ Web Developer / Designer
- ◆ Web Application Developer
- ◆ Software Developer
- ◆ Front End Engineer

Supply chain & logistics

● Skills

Predictive analytics and forecasting

Enterprise resource planning software

Supply chain management principles

Logistics management

Transportation management

Supply chain analytics

● Sample career tracks

- ◆ Logistics Specialist / Analyst
- ◆ Production Planner
- ◆ Supply Chain Specialist
- ◆ Transportation / Supply Chain Analyst
- ◆ Logistics Engineer / Support Analyst
- ◆ Supply Chain Analytics Manager
- ◆ Supply Chain Financial Analyst
- ◆ Supply Chain Business Manager
- ◆ Fulfillment Manager



Salesforce administration

● Skills

Salesforce associate and admin /
Professional certification preparation

Data modeling and customization

User management

Data security

Lightning experience

Automation tools

Data quality improvement

● Sample career tracks

- ◆ Marketing Coordinator
- ◆ Technical Support Specialist
- ◆ Revenue Operations Specialist
- ◆ CRM Analyst
- ◆ Salesforce Administrator
- ◆ Customer Support Manager
- ◆ Business Analyst
- ◆ Project Manager
- ◆ Salesforce Interface Designer
- ◆ Junior Developer
- ◆ Salesforce Program Manager

Data center operations

● Skills

Hardware repair

Troubleshooting

IT computer networking

Security information & event management (SIEM)

Network maintenance

Safety regulations

● Sample career tracks

- ◆ Data center / Network Technician
- ◆ Technician
- ◆ Data Center Facilities Technician
- ◆ Data Center/ Network Support Administrator
- ◆ IT Infrastructure Technician
- ◆ Data Center Analyst
- ◆ Transformation Manager
- ◆ Network Manager
- ◆ Systems Administrator
- ◆ Data Center Engineer / Architect

Cloud support operations

● Skills

Basic computer hardware and software skills

Networking and network security

SQL Bash scripting

AWS

Cloud security

Cost optimization

DevOps

● Sample career tracks

- ◆ Customer Support Specialist
- ◆ IT Analyst
- ◆ Business Intelligence Analyst
- ◆ Cloud Support Associate
- ◆ Network Engineer
- ◆ Information System Support Specialist
- ◆ Infrastructure Engineer
- ◆ Cloud Solutions Architect
- ◆ Cloud Consultant / Developer / Engineer
- ◆ DevOps Engineer

Computer support specialist

● Skills

Operating system software

Configuration management software

Network designing and troubleshooting

Cloud computing

Ticket systems

Virtual machines and remote support

Backup and recovery

Security and virus protection software

● Sample career tracks

- ◆ Computer Support Specialist
- ◆ Help Desk Analyst
- ◆ Computer Network Support Specialist
- ◆ Computer Systems Support Specialist
- ◆ Computer User Support Specialist
- ◆ Computer Operations Support IT Specialist
- ◆ Computer Programmer
- ◆ Network and Computer Systems Administrator
- ◆ Computer Network Analyst
- ◆ Computer and Information Systems Manager
- ◆ Lead Database Administrator

Cybersecurity

● Skills

Network fundamentals

IT security fundamentals

Cybersecurity analysis / Threat management

Networking and network security

Security operations

Device troubleshooting

Threat management

Anomaly detection

Operating system software

Transaction security and virus protection software

● Sample career tracks

- ◆ IT / Internal IT / Security Auditor
- ◆ Digital Forensic Examiner
- ◆ Computer / Cyber / Digital Forensic Specialist or Analyst
- ◆ Security systems / Cybersecurity Administrator
- ◆ Information Security Officer
- ◆ Information Security / Cybersecurity Specialist
- ◆ Information Security / Cybersecurity Analyst
- ◆ IT Security / SOC Analyst
- ◆ Security / Cybersecurity Engineer
- ◆ Network Security / Information Security Engineer
- ◆ Penetration Tester
- ◆ White Hat / Ethical Hacker
- ◆ Vulnerability Assessor
- ◆ Cryptography Engineer
- ◆ Cryptologist / Cryptanalyst
- ◆ Cybersecurity / Information Security Manager
- ◆ Security / Cybersecurity / Information Security Architect



About **Correlation One**

20+
Countries

1,000+
Industry experts

Coaches, teaching assistants,
and mentors

30,000+
Program graduates

Professional adult learners

Correlation One develops workforce skills for the AI economy.

Enterprises and public sector organizations work with us to develop talent and close critical data, digital, and technology skills gaps. We also help organizations build career pathways, transitioning workers via training programs to in-demand roles.

Our learning experiences are human-led, AI assisted, and social by design, achieving industry-leading business impact and employee engagement. Our expert-supported programs are entirely tailored to our customers' unique strategic objectives, data, and technologies. This enables us to apply project work to our training curriculum for an immediate, hands-on experience that improves employee performance and return on investment.

Our clients include industry-leading companies and government organizations, including Amazon, Coca-Cola, Johnson & Johnson, USAID, the U.S. Department of State, and the U.S. Department of Defense.

Contact us →

