



Amazon Upskilling 2025 Report

DECEMBER 2020

PROVIDING SKILLS TRAINING AND
UPSKILLING PROGRAMS TO HELP
ADULT LEARNERS AND EMPLOYEES
ADVANCE IN THEIR CAREERS

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Beth Galetti

Senior Vice President
of Human Resources



29 million people trained for
free by 2025 worldwide



Programs available in **200+**
countries and territories



In 2019, we committed
\$700 million to train
100,000 employees by 2025

Expanding our commitments

Over the past year, the shape of the global workforce has dramatically changed. The pandemic has upended entire industries, and everything from how work gets done to where it gets done has been turned on its head. These profound changes will require many workers around the world to reimagine their careers or further hone their technical skills to stay current with fast-changing technology shifts. As part of our efforts to continue supporting communities around the world, we're expanding our commitment to technical skills beyond our own employees – we are pledging to provide free skills training to 29 million people globally by 2025.

To get to 29 million, we will expand existing AWS-designed programs and pilot new programs to meet emerging training needs. These programs emphasize cloud computing training programs, and the reason for this is simple: the need for people with the right skills to take on cloud computing and other technical roles continues to grow. That need has become more apparent this year as schools, businesses, and governments have relied on the cloud to keep their organizations running.

This external goal builds on our previously announced pledge to upskill our own employees. In July 2019 we launched Upskilling 2025, our pledge to invest \$700 million to provide skills training to 100,000 Amazon employees in the U.S. by 2025 so they could access in-demand jobs. Amazon now employs more than 800,000 people in the U.S. – there is no other company that has created as many jobs as Amazon over the last decade. We know that as a leading U.S. employer we have an important role to play in providing employees with access to the education and training they need to grow and re-invent their careers.

In this report you'll find an overview of these free training programs and a progress update on our Upskilling 2025 pledge to support our employees. We've also captured stories of people who have benefitted from these programs.

Whether you're considering a new career or just looking to learn something new, I hope you'll be inspired to take action.

—Beth

Upskilling the American workforce for a post-pandemic economy

A new study of U.S. workers from Accenture shows the impact that skills training can have to unlock new and higher-income careers.



1 in 3 American workers has the potential to access higher income occupations that are forecasted to grow in the future, if provided with access to training for new skills.



Technical skills are twice as likely to be associated with high-income occupations compared to other skills.



The biggest barriers for people remain lack of access to transportation and childcare as well as constrained schedules—all of which are statistically correlated. They often overlap, creating a trifecta of daily life difficulties for workers.



66% of workers feel broadly supported by their employer. Yet only half of those agreed that their employer provides additional training/skilling opportunities, and even fewer—one in four—reported that their employer sponsors educational or outside training opportunities they want to pursue.

Workforce programs for the public

Free AWS-designed training programs

We're in the middle of a massive shift to the cloud. According to Gartner, worldwide cloud industry spending is expected to grow from \$257 billion in 2020 to \$364 billion in 2022. This represents a 41% global spending increase in just two years.*

As the cloud industry continues to grow, so will the demand for IT talent, presenting significant opportunity for entry-level and experienced IT talent alike.

We are committed to helping individuals around the world advance in this industry, which will become a steady source of new jobs over the next decade.

The pages ahead offer a look at some of the free cloud computing training programs we offer that are available to individuals outside of Amazon.

AWS Training and Certification



AWS Educate



AWS re/Start



AWS Fiber Optic Fusion Splicing Certificate Program



Machine Learning University Accelerator Series



Quick guide to our program offerings



Self-paced content



Courses to facilitate quick job transition



Job placement support

Gartner Press Release, Gartner Forecasts Worldwide Public Cloud Revenue to Grow 6.3% in 2020, July 2020. <https://www.gartner.com/en/newsroom/press-releases/2020-07-23-gartner-forecasts-worldwide-public-cloud-revenue-to-grow-6point3-percent-in-2020>

AWS Training and Certification



Check this out if you:

- ✓ Are looking for self-paced online courses
- ✓ Are looking to earn an AWS Certification
- ✓ Are looking for live, virtual classroom instruction

Designed for individuals looking for foundational cloud computing skills, all the way to seasoned IT professionals looking to stay up to date on the latest technologies, these programs offer more than 500 free, on-demand online courses, interactive labs, and virtual day-long training sessions, as well as job-based learning paths and numerous free instructor-led webinars, in multiple languages. Through [AWS Training and Certification](#), individuals can also access free digital training and exam preparation courses to prepare for AWS Certifications. AWS Certifications enable learners to validate their AWS cloud computing expertise with an industry-recognized credential.

AWS Training and Certification is continuously expanding its content, helping to keep pace with the innovation of new AWS services. In 2020, we added 50 new free digital courses and launched new initiatives including a Twitch livestreamed series called "AWS Power Hour." There are three new Twitch Power Hour series covering machine learning, AWS Certified Cloud Practitioner exam preparation, and a Q&A series to help individuals get their questions answered by an AWS expert.



Used in **200+** countries, territories



Industry-recognized **AWS Certification exams** offered in 12 role- and solution-specific areas

500+ free online courses

50 new courses launched so far in 2020



Building a path for women's leadership through AWS certification

AWS and Slalom Consulting are working together to increase AWS Certification, especially among women in non-technical roles. The 12-week program combines self-paced learning with digital training courses, hands-on labs, virtual instructor-led sessions for interactive learning, and supplemental learning materials. The goal is to prepare participants to achieve the AWS Certified Cloud Practitioner and/or AWS Certified Solutions Architect – Associate certifications, achieving certification of almost 900 women in 2020. AWS has also recently launched an internal version of this program designed to increase AWS cloud skills for women at Amazon.

AWS Educate



Check this out if you:

- ✓ Are a student, educator, or U.S. military veteran or spouse
- ✓ Are looking for self-paced online cloud computing courses

[AWS Educate](#) creates pathways to in-demand cloud jobs, from software development and cloud architecture to machine learning and cybersecurity. The program offers self-paced learning content with 12 Cloud Career Pathways featuring between 30 and 50 hours of self-paced content per learning pathway.

AWS Educate is a no-cost program used in more than 200 countries and territories, connecting 3,500 institutions, tens of thousands of educators, and hundreds of thousands of students. The program also continues to roll out new ways to reach learners by supporting programs like Northern Virginia Community College's JumpStart program, which offers tuition-free college courses to eligible high school graduates.

The AWS Educate Job Board allows students to search for and apply to thousands of cloud jobs and internship opportunities from Amazon and other companies around the world.

200+

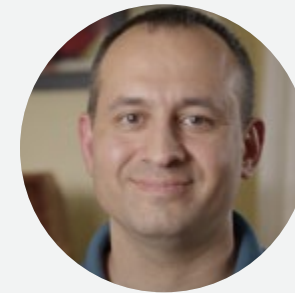
Used in **200+** countries, territories

5,000+

5,000+ cloud jobs and internships available on the AWS Job Board



Content available in **11 languages**



Robert Clarady

"As I prepared for my transition from the military, I started researching what learning opportunities were out there. I found a link to AWS Educate on a transitioning site, and it seemed like the best way to explore the cloud ... As I explore more AWS Educate pathways, I continue to expand my knowledge and skill set around cloud computing. The experience opened my eyes to a world of possibilities that cloud could do to transform the way the government and military do business. After I finish my military service, I plan to pursue a cloud-based career. I am confident that AWS Educate will help me transition from the military to the job market. My military training, coupled with the knowledge and skills I gained through AWS Educate, makes me more marketable to employers."

AWS re/Start



Check this out if you:

- ✓ Are looking for a rigorous, full-time training program to accelerate your transition into a tech job

[AWS re/Start](#) offers a free, full-time, 12-week skills development program that prepares individuals with little or no technology experience to pursue entry-level cloud computing positions and industry recognized AWS Certification. AWS re/Start, which is taught by an AWS Accredited Instructor, also provides learners with resume and interview coaching to prepare for employer meetings and interviews. The program connects over 90% of graduates with interview opportunities.

The program focuses on unemployed or underemployed individuals, including military veterans and their families and young people. AWS re/Start works with local collaborating organizations that share our mission of building a diverse global pipeline of entry-level trained talent. The program has grown significantly in 2020, including launching in eight new countries this year: Australia, Belgium, Canada, Ghana, Ireland, Nigeria, Spain, and South Africa. AWS re/Start now operates in 25 cities across 12 countries – and we expect to double the number of cities in 2021 as we continue to grow.

2x

Aims to **double the number** of global cities it operates in by the end of 2021

90%

Connects over **90% of graduates** with interview opportunities



Active in 25 cities
across 12 countries

8

Launched in 8 new
countries in 2020



Rowenda Sabajo

Rowenda, enrolled in the AWS re/Start Amsterdam cohort last year. After 15 years overseeing ground handling services at Amsterdam's Schipol Airport, she was ready for a career change and wanted to transition into a job in IT. Through the full-time AWS re/Start program, she completed three months of intensive cloud training including scenario-based learning, hands-on labs, and coursework, and is now an IT Specialist at Randstad Group in the Netherlands. Reflecting on the program, she said: "Joining AWS re/Start is one of the most exciting things I've ever done. Learning about all of the advanced technologies and services that AWS offers was very engaging."

AWS Fiber Optic Fusion Splicing Certificate Program



Check this out if you:

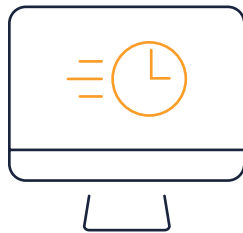
- ✓ Are looking to accelerate your transition into a tech job

The [AWS Fiber Optic Fusion Splicing Certificate program](#) is a two-day training course on fiber optic installation and repair hosted in collaboration with Sumitomo Electric Lightwave. Fusion splicing is the joining of two optical fibers to create a continuous light path, carrying data to technologies including phones, internet, and television. These skills are increasingly needed to build out the world's data and communication networks like 5G as well as data centers. Through lectures and hands-on lessons, students accepted into the program learn real-world deployment techniques using a variety of hand tools to state-of-the-art automated fusion splicing technology. The program also includes a career networking event to connect students and potential employers. This program is offered at no charge for students.

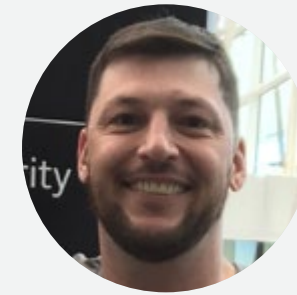
Building on the program's early success, AWS intends to expand this program internationally and to additional educational institutions and military bases. In early 2021, the program will also launch a new introduction to fiber optics through an e-learning class that will serve as a primer for individuals entering the field.



Expanding **internationally** in 2021



New **fiber optics e-learning** class coming online in early 2021



Mark Glazener

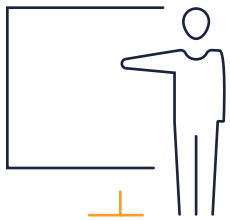
Mark was working as a production leader at a small manufacturing company when he made the decision to make a major career change. He had developed an interest in the fiber optics industry and, after researching opportunities that would allow him the career growth trajectory he was seeking, he enrolled in AWS Fiber Optic Fusion Splicing Certificate program. "The program really opened the door for me to have this exciting new opportunity and career path," he said. "The training gives you access to a growing industry and there are not a lot of other courses out there that offer this level of access to employers."

Machine Learning University Accelerator Series



Check this out if you:
✓ Are looking for self-paced courses on machine learning

The recently launched [Machine Learning University Accelerator Series](#) provides anybody, anywhere access to the same machine learning courses used to train Amazon's own developers on machine learning. This accelerated, free course series is designed to give people the opportunity to jump right into learning and applying machine learning concepts to solve business problems. Through sequential YouTube videos taught by Amazon scientists with hands-on practical examples, Jupyter notebooks, and slide decks, MLU Accelerator Series provides a comprehensive self-service pathway to understanding the foundations of machine learning.



36 video lectures
posted to date



3 learning tracks



Newly launched in 2020

MACHINE LEARNING ACCELERATOR
Tabular Data

Learning Outcomes

- Fundamental understanding of data preprocessing, commonly used machine learning (ML) algorithms, and model evaluation
- Gain familiarity with standard ML tools and data preprocessing libraries, including methods for detecting and remedying overfitting
- Be comfortable talking with scientist partners
- Learn about valuable and useful ML resources

Supervised vs. Unsupervised Learning

Business/ML Problem	Description
Ranking	Helping users find the most relevant thing
Recommendation	Giving users the thing they may be most interested in
Classification	Figuring out what kind of thing something is
Regression	Predicting a numerical value of a thing
Clustering	Putting similar things together
Anomaly Detection	Finding uncommon things

Supervised Learning: Data is provided with the correct labels

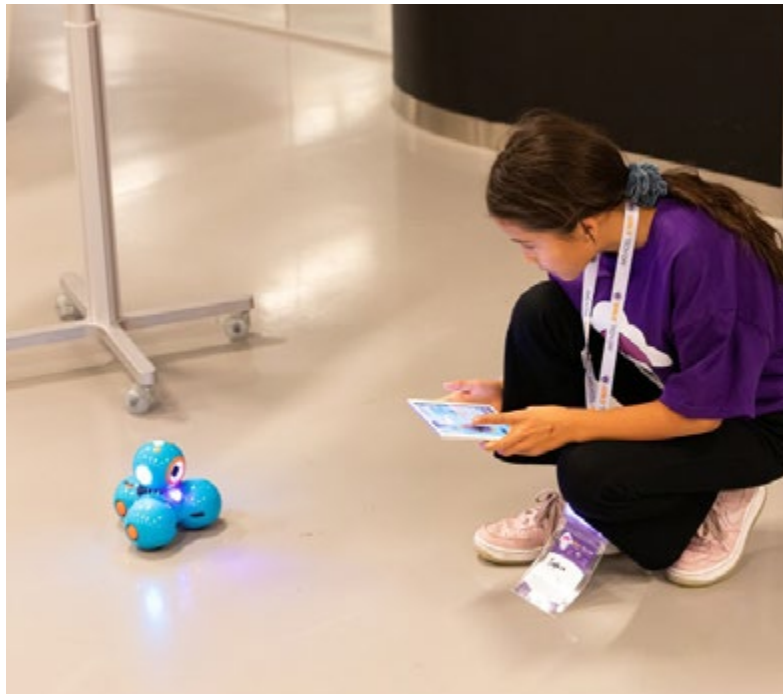
Unsupervised Learning: Data is provided without labels

Supporting underserved and underrepresented communities

Here are just a few of the ways we're working to foster diversity in tech:

AWS Girls' Tech Day

AWS Girls' Tech Day is designed to inspire and empower girls and young women to pursue their interests and careers in technology. This program offers a series of workshops focused on science, technology, engineering, arts, and math education for thousands of girls around the world. In 2019, AWS Girls Tech days were hosted across the U.S., Sweden, Ireland, South Africa, and Australia. In 2020, the program expanded into a fully virtual experience for girls around the world.



AWS GetIT

AWS GetIT is an initiative designed by AWS to encourage girls aged 12-13 to consider a career in tech. Running between the fall and spring terms of the school year, AWS GetIT invites teams from different schools to an app-building competition to solve real issues faced by their school or community. Since AWS GetIT's launch in 2018, the program has captured imaginations and grown rapidly: by the end of 2020, AWS estimates that over 23,000 students from 136 schools will have taken part.

AWS InCommunities Scholarship Program

AWS is proud to support [community-based college scholarships](#) aimed at supporting students from underrepresented communities who intend to pursue a STEM (science, technology, engineering, mathematics) field of study. This renewable scholarship program, which doubled the number of recipients receiving awards in 2020, is intended to support students for all four years.



Additional community education efforts

Future Engineer

Amazon is committed to bringing more resources to children and young adults to help them build their best future through its philanthropic Amazon in the Community initiatives. Amazon's primary computer science education program, [Amazon Future Engineer](#), is a four-part childhood-to-career program intended to inspire, educate, and prepare children and young adults from underrepresented and underserved communities to try and pursue computer science.

Each year, Amazon Future Engineer aims to inspire hundreds of thousands of young people to explore computer science. Specifically, the program provides more than 550,000 K-12 students in more than 5,000 schools in underserved communities across the U.S. with computer science courses and curriculum; each year awards 100 students with \$40,000 college scholarships to study computer science and guaranteed, paid Amazon internships; awards 10 teachers "Teacher of the Year" awards; and forms unique partnerships with trusted institutions like Georgia Tech's EarSketch, Carnegie Mellon University, and Code.org to bring creative, project based learning experiences to reach more students. Amazon Future Engineer is part of Amazon's \$50 million investment to increase access to computer science and STEM education across the country.



Beyond our commitment

The programs highlighted in this report are just some of the ways we're helping to democratize access to education and skills training. Here are just some of the other ways we're helping to make technical training accessible:

Providing higher education institutions with a free, ready-to-teach cloud computing curriculum. AWS Academy provides higher education institutions around the world with a free, ready-to-teach cloud computing curriculum that prepares students to pursue AWS Certification and in-demand cloud computing jobs. Part of the AWS Training and Certification offerings, these courses are designed to fit into existing course structures and include lectures, hand-on labs, knowledge checks, and projects for in-depth learning experiences. To date, more than 1,500 AWS Academy Accredited Educators at higher education institutions have delivered AWS Academy courses to over 86,000 students worldwide.

Helping government employees accelerate their cloud knowledge. The AWS DigiGov is a two-day program designed for public servants to learn about cloud computing concepts, its value proposition, review use cases, and understand the different services available through the AWS cloud. AWS DigiGov combines foundational cloud content; relevant customer success stories; and sessions tailored to the audience. This program is a step toward preparing for the AWS Certified Cloud Practitioner exam. The virtual version of the program is now reaching participants from Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Mexico, and Peru. The program is available in English, Spanish, Portuguese, and French. AWS

offers this training for free, and the hosting institution may charge a nominal fee to cover any additional delivery costs.

Accelerating cloud innovation in healthcare. AWS newly piloted AWS DigiHealth in Canada this year. This is an educational program designed for healthcare professionals in IT, digital health, and healthcare delivery to learn about cloud computing concepts. The four-day program teaches participants about the value of the cloud, shares examples of how the cloud can be applied in healthcare, and reviews applicable available services through AWS. The curriculum is designed to provide a look into how cloud computing technology can help play an important role in the future of healthcare. We are expanding AWS DigiHealth in 2021 to additional countries across Asia and Latin America. AWS offers this training for free, and the hosting institution may charge a nominal fee to cover any additional delivery costs.

Building bridges with government institutions. Through the Amazon BRIDGE (Broadening Research and Innovation for Defense and Government Employees) Program, Amazon hosts employees from the U.S. Department of Defense and other government organizations for a one-year fellowship. Fellows are placed on teams throughout the company, including AWS, Alexa Smart Home, Amazon Air, Prime Air, Supply Chain Optimization Technology, Machine Learning, Human Resources, Amazon Go, Talent Development, Public Relations, Amazon Games, and many other organizations.

Programs for Amazon employees

Supporting employees' career growth

In July 2019, Amazon committed \$700 million to provide 100,000 employees, roughly a third of our U.S. workforce at the time, with access to upskilling programs through 2025. These training programs—including **Amazon Technical Academy, Associate2Tech, Machine Learning University, Career Choice, Amazon Apprenticeship, and AWS Training and Certification** – support Amazon employees as they gain critical skills to move into higher skill, better-paying, technical and non-technical roles, either within Amazon or elsewhere.

Through this pledge, Amazon is focused on creating pathways to careers in areas that will continue growing in years to come, like medicine, cloud computing, and machine learning. Since making this commitment in 2019, Amazon has scaled and expanded these six employee programs across the U.S., with **15,000 participants over the first 12 months.**

Amazon Technical Academy

Machine Learning University

Associate2Tech

Amazon Apprenticeship

Career Choice

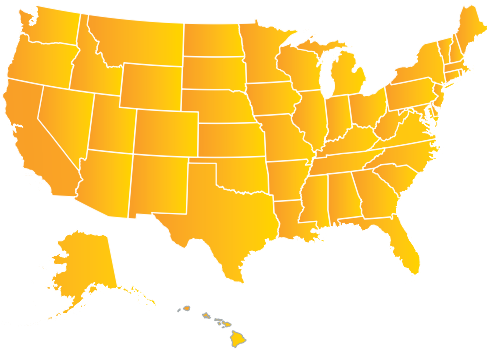
AWS Training and Certification

Career Choice

[Career Choice](#) is an innovative Amazon program uniquely designed to upskill our employees who are interested in pursuing a future outside of Amazon. By delivering training in high-demand career paths, we are proud to give eligible employees the tools they need to make a move and pursue their career aspirations beyond Amazon. The Amazon Career Choice Program will pay up to 95% of tuition and associated fees for courses at accredited schools that lead to vocational certifications or Associate of Applied Science (AAS) degrees in the following eligible fields of study:

- Administration and Business Services
- Information Technology
- Healthcare
- Mechanical and Skilled Trades
- Transportation

Career Choice targets roles in these fields that pay at least 10% more than Amazon’s \$15/hour minimum wage in local communities and offer upward career growth. Eligible courses include paths to 20 different jobs in the U.S., including Computer Support Specialist, Web Developer, Aircraft Mechanic, Nurse, Paralegal/Legal Assistant, Commercial Truck Driver, and Network Technician, among others.



In 2020, associates in all 50 states can take Career Choice.



Patricia Soto

Patricia Soto first learned of Career Choice when she was hired by Amazon as a fulfillment center employee. As she looked into all of the benefits that came with her job, the opportunity to study healthcare immediately appealed to her.

Once she enrolled in Career Choice, Patricia was able to receive schedule flexibility so she could attend school in the morning and still work a shortened shift at night. During the nine-month program, she learned proper medical terminology, processes related to running a medical office, and hands-on procedures like charting before participating in a clinical externship where she became proficient in the technology, systems, and procedures that medical personnel use daily.

Today, Patricia works for the Sutter Gould Medical Foundation—the organization where she completed her externship—as a certified medical assistant. As a result of her experience with Career Choice, Patricia continues to feel motivated in her new career. “I was able to establish a solid foundation of skills I can continue to build on and go even further in my career.”

Career Choice fast facts



Over **30,000 participants** in the U.S. since the program started



\$65+ million invested in tuition since the program started



Amazon is currently partnering with over **100+ educational partners** in the U.S.



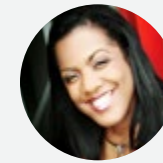
There will be **60 classrooms** built into fulfillment centers by end of 2020



58% of participants are from underrepresented minority groups



In the U.S., Career Choice is offered in **all 50 states and 238 counties**



Christine Fanuel

Christine Fanuel first joined Amazon as an IT Coordinator and learned about Amazon's Career Choice program as part of her onboarding. "I had aspirations to move up in my career and so I saw the program as a springboard to advance in IT," said Christine.

For the first six months of the Career Choice IT track program, Christine continued to work while attending classes to learn about new applications and tools that IT professionals work with every day. The next six months of the program were devoted to networking and helping her figure out where she wanted to pursue a career.

Christine found an opportunity as a Production/Technical Support III specialist outside of Amazon, helping clients solve IT problems remotely.

She credits Career Choice with helping her advance her career and remain motivated to learn new things.

"I've learned that a career in IT demands that you educate yourself continuously because there are new tools or programs being added all the time."

Associate2Tech

Associate2Tech is a program that provides fulfillment center employees the opportunity to move into technical roles within Amazon's vast operations network, regardless of their previous IT experience. This 90-day program is designed to place associates in on-the-job training for IT support technician roles and pays for their CompTIA A+ Certification test, a widely recognized certification in this field.

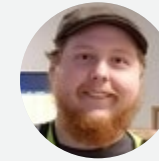
No existing degree is needed, and participants enjoy paid study time during their work week, while being paid their regular salary.

38%

38% of entry-level technician hires **were previously fulfillment center employees**

80%

80% of participants have transitioned to IT roles within Amazon's OpsTech organization, and 15% of participants have been promoted and now hold engineer positions



Jacob Peterson

Jacob Peterson joined Amazon as a fulfillment center entry-level employee. After asking IT members for advice on how to move into an IT role, he enrolled in the Associate2Tech program. "It's really difficult to get experience in technical customer support without actually having a job in that role. Associate2Tech helped me break through," said Jacob. Currently interim IT Manager in Kent, Washington. Jacob credits Associate2Tech for teaching him the technical and soft skills needed for meaningful customer interaction.



Andre Grass

Having dropped out of high school to help support his family, packer Andre Grass completed his Associate2Tech training and certifications in three months and became an IT support engineer. "Since graduating from the program, I've had the opportunity to launch new sites and work on projects that improved overall customer experience, and have been promoted to the next level within IT."

Amazon Technical Academy

Amazon Technical Academy (ATA) is a training and job placement program that equips non-technical Amazon employees with the essential skills needed to transition into and thrive in technical careers at Amazon. Combining instructor-led, project-based learning with real-world application, graduates master the most widely used software engineering skills and tools, including AWS cloud computing technology.

The tuition-free program was created by Amazon software engineers with deep expertise in what is required to succeed in a long-term software engineering career for Amazon employees. During the nine months of full time instruction, participants are provided a stipend to cover living expenses and a subsidy to maintain their benefits plans. At the conclusion of the instruction, ATA graduates are placed on Amazon software development teams to demonstrate their skills through a three-month internship before transitioning into a full time entry level role as a software engineer.

95%

ATA has **successfully placed 95% of its graduates** in software development engineering roles

\$12M

Over \$12M invested in training costs in 2020

93%

Graduates' total compensation increased **93% on average**



Jenna Wasserman

Jenna Wasserman was a member of the Customer Profile team when software engineering piqued her interest. Through ATA she learned the core elements of coding, from the Java language to different AWS services and build systems. Jenna is now a software engineer using machine learning technology to create new ways for Amazon customers to shop more visually. She has newfound confidence and often leans on the mentors and colleagues she met through ATA.



Ivan Mwiruki

Ivan Mwiruki advanced from Quality Assurance Engineer to Software Development Engineer, working on AWS Quantum Ledger Database, in only one year through ATA. "Instead of cobbling together my own curriculum and slowly transitioning towards my goal over multiple years, I could learn from a curriculum created by Amazon engineers for future Amazon engineers and work through that curriculum with the support of instructors, mentors, and fellow participants."

Machine Learning University

Machine Learning University (MLU) is an initiative that helps Amazon employees with a background in technology and coding gain skills in this discipline. As machine learning plays an increasingly important role in customer innovation, MLU helps employees learn core skills to propel their career growth—skills that are often learned only in higher education.

Divided into six-week modules, the program requires only a half to one full day of classes a week. This program removes a number of barriers for employees to continue to gain technical skills, including providing graduate-level courses at no cost; allowing employees to stay in the workforce even as they learn the latest advancements in their field; and offering employees with protected time to study during the work week. There is no requirement for participants to stay at Amazon for a certain time after completing this program.

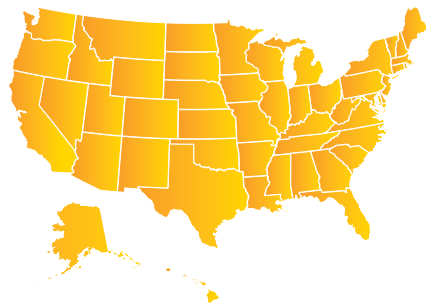
MLU courses are currently available to any technical employee at Amazon in the world.

66+

MLU offered classes to employees in **over 66 locations worldwide** in 2019

300

More than **300 scientists** have **helped MLU** develop, review, and deliver courses since inception

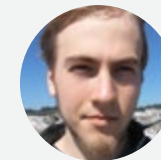


MLU is now available in every state with the greatest number of participants from Seattle, Washington; Herndon, Virginia; San Francisco, California; Irvine, California; Austin, Texas; and Boston, Massachusetts.



Soji Adeshina

While pursuing electrical engineering and computer science at the University of California, Berkeley, Soji Adeshina became interested in machine learning. After graduation, he joined Amazon as a software engineer for Amazon Robotics, then applied to a pilot MLU program. “MLU gave me the confidence to pursue a long-term career path in applied science and modeling,” said Soji, who now works on deep learning for the ML Services team at AWS. “The skills I’ve learned have allowed me to earn trust from senior leaders and the ability to tackle large projects.”



Nick Erickson

Nick Erickson’s participation in MLU came through the Machine Learning Accelerator program (MLA). As a software development engineer, he took part in the three-day educational program that concludes with a competition—which he won. He was subsequently invited to author and lead the development of AutoGluon, an open source toolkit that is now a required learning for MLU students. He also oversees a team of six and coordinates MLU competitions for fellow Amazonians.

Amazon Apprenticeship

[Amazon Apprenticeship](#) is a Department of Labor–certified program that offers a combination of paid immersive learning and on-the-job training with Amazon. Amazon’s Apprenticeship program has already created paths to technical jobs for hundreds of candidates working to break into careers, including cloud support associate, data center technician, and software development engineer.

A full list of these roles include:

- Associate Cloud Consultant Apprentice
- Data Center Technician Apprentice
- Solutions Architect Apprentice
- Software Development Engineer Apprentice
- Technical Sales Apprentice
- Support Engineer Apprentice
- Technical Account Manager Apprentice
- Cloud Support Associate

700+

700+ apprentices since start of program

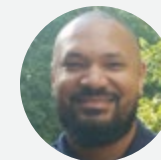
90%

More than a **90% completion rate** for all apprentices in instructor-led training



Caleb Jarrett

Caleb Jarrett learned about the Amazon Apprenticeship Program through a military recruiter as he prepared to leave the U.S. Air Force. Having a desire to work in IT but little IT experience, Caleb was able to receive a Cloud Practitioner certification following a 90-day in-classroom sprint. He was then assigned, along with his cohort, to support AWS, where he collectively worked to solve problems and innovate new solutions through a full year of on-the-job training. Today, Caleb serves as Lead Development Representative on the Public Sector Sales team.



Mario Perry

After a career in the U.S. Army, Mario Perry enrolled in the Apprenticeship Program. Following a year of on-the-job training, he was swiftly offered a position on the National Security team as a Cloud Consultant. Mario has since been promoted to Associate Cloud Consultant, where he helps customers in the public sector migrate and optimize their applications and workloads to AWS.

AWS Training and Certification

[AWS Training and Certification](#) equips learners and organizations across the globe—including Amazon employees—with cloud computing education to build and validate in-demand cloud computing skills.

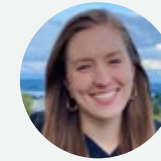
Through AWS Training and Certification, Amazon offers [AWS Tech U](#), an accelerated career development program for recent graduates hired into technical roles to advance their skills and help customers design flexible and resilient cloud-based solutions. The residency program includes a six-month academic curriculum followed by three to six months of on-the-job training. Participants learn from top AWS subject matter experts and get paid while they train for a career working with AWS's customers. AWS Tech U graduates are prepared to serve as solutions architects, technical trainers, and professional services consultant roles within AWS.

635

By the end of 2020, Tech U will have **instructed 635 residents with locations in 7 countries**

498

AWS Tech U **intends to train an additional 498 residents** in 2021



Kira Gobes

After completing her undergraduate degree in computer science at Lehigh University, Kira Gobes enrolled in Amazon's Tech U program to become a Solutions Architect. "Every day in Tech U was different," said Kira. "We focused on a number of different subject areas and learned the real-life applications of these technologies." As part of her Tech U capstone presentation, Kira and two of her coworkers created an interactive adventure game to teach kids about coding, cloud, and IoT.

Tech U gave Kira the skills to become an AWS Solutions Architect, a role she would hold for a year before stepping into her current role as a Technical Program Manager. Kira now runs a program where she is passing on her cloud technology expertise to the next generation of talent. "I've always wanted to make a positive impact using technology. Tech U enabled me to pursue my passions by opening so many new doors and exposing me to new opportunities."

Kira gained a lasting network of Solutions Architects through Tech U. "We all came from different backgrounds and ultimately pursued different types of technical work, but they're still my core group of friends and colleagues."



For more information about Amazon's global training programs, or to access the full Accenture findings, visit:

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