**Transcript: Improving the Amazon experience from the inside with Jo Caballero**

<https://www.youtube.com/watch?v=kAc76oZjgns>

**[00:00:03.00] – Jo**

My name is Jo.

I’m a program manager, effectively a consultant for the Reliability, Maintenance, and Engineering team.

**[00:00:10.00] – Jo**

People should join Amazon in Reliability, Maintenance, and Engineering because it gives you a really good baseline as Amazon as a company.

**[00:00:17.00] – Jo**

You learn about the fulfillment centers.

You get to see a corporate side as well.

**[00:00:22.00] – Jo**

Me, for example, I came from luxury hotels.

I do not have a maintenance background, but I was able to come in as a senior planner, improving the processes within our fulfillment centers.

**[00:00:33.00]**

[Music]

**[00:00:38.00] – Jo**

The culture is very collaborative and driven.

It’s exciting to be behind the scenes.

**[00:00:44.00] – Jo**

On Christmas, say a building had a conveyor go down.

My Reliability Maintenance Engineers went out, they fixed it, and Tommy or Susie got their toy for Christmas.

**[00:00:53.00] – Jo**

You get to play Santa Claus, but every day.