

# Ariana Winters

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## Work Experience

**Program Manager**  
**Amazon Pharmacy**

**July 7th 2019-Present**

- Heavily involved in the training of all current PDaaS advisors
- Assessed and escalated major issues to the correct department
- Communicated frequently with many different departments to resolve major flaws in procedures
- Provided feedback for future campaign launches to help mitigate potential problems and setbacks
- Participated in POP training to further my teams skills in documenting current and future workflows

**Associate Sign-up Advisor/ PDaaS Advisor**  
**PillPack Pharmacy**

**Sep 2018- July 7th 2019**

- Handled prescription and billing information for thousands of customers
- Engineered new processes to elevate a campaign and assist my small PDaaS team
- Offered continuous feedback on issues with partner companies, and maintained relationships with their employees and our mutual customers
- Offered insight and resolutions to current situations that needed change
- Handled the launch of a new campaign and provided feedback for continuous improvement

**Gardener**  
**Salt Lake County Parks Service**

**March 2018- Sep 2018**

- Maintained park facilities and ensured beautification standards were met
- Led teams for cleanup and waste management throughout Salt Lake City public areas
- Helped design and organize the layouts for park projects

**Shipping and Inventory Supervisor**  
**Amadeals LLC**

**April 2017- March 2018**

- Maintained accurate inventory counts for thousands of items
- Coordinated shipments to multiple Amazon facilities throughout the country
- Facilitated the timely delivery to personal buyers all across the country
- Maintained customer relations by negotiating returns, refunds, changes in shipments, and troubleshooting order issues.

**Intern**  
**Pedersen Worldwide Companies (Del Sol and Cariloha)**

**May 2016- April 2017**

- Learned and mastered product knowledge of both Cariloha and Del Sol
- Helped guests understand the features and benefits of the products
- Used updated POS system to operate registers
- Communicated inventory needs to ensure proper stocking of locations

- Handled major bank transactions for multiple locations and verified financial accuracy
- Completed management training to further understand the needs of the company

## Education

### Salt Lake Community College

August 2017– Present

I am currently a student at Salt Lake Community College (SLCC) in Salt Lake City, UT. I am completing all of my prerequisites to apply to the Occupational Therapy Assistant Program offered here at SLCC. I have had the opportunity to complete multiple job shadows and interviews for my classes, which has helped me refine my skills in being professional and positive in new business environments.

### Southern Utah University

August 2015– April 2016

I attended Southern Utah University (SUU) in Cedar City, UT for two semesters. I stayed on top of my work and turned things in on time and efficiently. I left to take advantage of the Pedersen Worldwide Internship program.

### High School

August 2011– June 2015

I graduated high school with an average GPA of 3.9 and with 15 credits towards college from AP classes. I worked hard and met due dates. I was part of our school's choir for all 4 years and enjoyed learning how to work with my other classmates to create beautiful music.

## Skills

I am a hard worker who is task-oriented with high standards in regards to how well the job gets done. I work well with other people and know how to not only lead a group, but also follow a leader and help them accomplish the goals that we set. I am constantly looking to better myself both in my personal life and employment which results in taking on new training programs and new responsibilities. I take pride in my work and I'm passionate about creating positive environments both for coworkers and customers whether that be face-to-face or by other means of communication.

## Community Service

I had the opportunity to be a leader in a church special needs group my senior year of highschool. It was one of the most fulfilling groups I've ever been a part of. I enjoyed connecting with the members and loved creating deeper bonds with individuals who still influence my life to this day. I also volunteered at the Happy Factory in Cedar City, Utah, making wooden cars for children in Shriner's Hospital and the Humanitarian Center.