

Knowledge and Experience Maintenance Plan (Technical and commercial team)

General Objective

Promote and strengthen the culture of continuous learning with the main objective of ensuring that the technical and commercial team maintains up-to-date, practical knowledge aligned with AWS best practices, fostering continuous improvement, operational excellence and the ability to adapt to new technologies and cloud solutions.

Continuing Education and Certifications

Action	Frequency	Responsible	Area
In-house training	Semiannual	Technical team	Technical
Online Courses (AWS Skill Builder)	Permanent	Technical Team/Commercial Team	Technical / Commercial
AWS Certifications (Foundational, Associate, Professional, Specialty)	Semiannual	Technical team	Technical / Commercial
Hands-on workshops (infraestructura, seguridad, etc.)	Quarterly	Technical team	Technical / Commercial
AWS Technical Sales Courses for Sales	Semiannual	Commercial Team	Commercial

Internal Laboratories and Projects

Action	Frequency	Responsible	Area
Internal labs of new AWS solutions (ex: GenAI, Control Tower)	Monthly	Technical team	Technical
Project simulation / sandbox	Monthly	Technical team	Technical

Role Rotation and Shadowing

Action	Frequency	Responsible	Area
Shadowing between commercial and technical profiles for comprehensive understanding	Semiannual	Technical Team/Commercial Team	Technical / Commercial

Community and Collaborative Learning

Action	Frequency	Responsible	Area
Participating in AWS Partner Casts	Quarterly	Any interested party	Technical / Commercial
Participating in AWS Black Belt	Annual	Technical team	Technical

Monitoring and Evaluation

Action	Frequency	Responsible	Area
Career plan and personalized feedback	Quarterly	Technical team	Technical
Performance indicators by certification and technical quality	Quarterly	Technical team	Technical

Indicators of Success

- Team members with active and up-to-date AWS certifications.
- Level of attendance at training and internal activities.