

Training and Onboarding Plan by Role

General Objective

Ensure that each new team member, based on their role, has the technical, business, and management skills needed to deliver AWS solutions efficiently, aligned with SMB needs.

Roles and training paths

A. Account Executives / Inside Sales

Objective: Detect opportunities, qualify leads, and close deals with AWS solutions for SMB.

Initial training (first 30 days):

- Induction to the company, vision and services. (Workday)
- Curso "AWS Partner: Sales Accreditation (Business)"
- Shadowing with senior salesperson and with technical pre-sales.
- Training in the use of Hubspot and AWS Partner Central.

Continuous training:

- AWS Cloud Practitioner Certification (1st month).
- AWS Partner: Migration Sales Essentials
- AWS Partner: Accreditation (Technical)
- Participation in Webinars on new services and use cases.

B. Solutions Architects

Objective: To design, validate and support the implementation of cloud architectures aligned to the client's business needs.

Initial training (first 60 days):

- Fundamentos de AWS (AWS Cloud Practitioner + AWS Technical Essentials).
- AWS Solutions Architect – Associate Certification (60-day goal).
- Shadowing with architects in technical presentations and PoC.
- Training in design tools (AWS Well-Architected Tool, Diagrams.net, etc.).
- Presales Academy Training

Continuous training:

- Participation in AWS Immersion Days and technical bootcamps.
- Professional certification or specialties

C. Project Managers

Objective: To plan, coordinate, and deliver AWS projects within scope, time, and budget.

Initial training (first 45 days):

- Introduction to AWS.
- Training in agile methodologies (Scrum) and cloud project management.
- Use of internal tools (Hubspot).
- Shadowing with senior PM on an active project.

Continuous training:

- Certificación Scrum Master o PMP (según perfil).
- Curso AWS Cloud Project Management Essentials (partner learning).
- Capacitación en estimación, riesgo y manejo de cambios.

General Onboarding Process (all roles)

- **Week 1:** Institutional induction + access to platforms + personalized plan.
- **Week 2–4:** Technical and business training according to the role.
- **Month 2:** Integration to shadowing/real projects with supervision.
- **Month 3:** **Formal** assessment of knowledge + feedback.
- **Month 4–6:** Progressive inclusion in projects with full responsibility.

Resource Allocation to SMB Projects

When we receive a new qualified opportunity in the SMB segment, we activate a resource allocation process that is designed to be agile, scalable, and cost-effective.

First, the sales and pre-sales team makes sure to get the key details of the project: scope, schedule, technical and vertical complexity of the client.

After this phase, the following are assigned:

An experienced solutions architect.

A PM if the project exceeds a certain threshold of duration (1 month) or turnover (\$5,000).



Support technicians if there are configuration, automation or after-sales support tasks.

This assignment process is done with an agile approach, and is reviewed weekly in internal meetings to make adjustments if the scope changes or the client requires more support.



Additionally, if the project requires AWS co-participation (due to complexity or potential), we also involve the AWS Account Manager or PSA to validate the solution and obtain additional support if any funding or co-sale program is applied.

This approach allows us to maintain profitability and deliver a professional and reliable experience for the SMB customer, without oversizing resources or compromising quality.

Recuerda completar el curso sobre Módulo 1 - Fundamentos AWS (Amazon Web Service).

 intcomex@myworkday.com
Para  Julio Roberto Diaz Coronado

 Responder  Responder a todos  Reenviar  

 Este remitente intcomex@myworkday.com es externo a la organización.
 Si hay problemas con el modo en que se muestra este mensaje, haga clic aquí para verlo en un explorador web.

Recuerda completar el curso sobre **Módulo 1 - Fundamentos AWS (Amazon Web Service)**.

Lo puedes ubicar en Workday, en la notificación en la campana del lado superior derecho, navegando a través del catálogo de cursos de Workday o directamente haciendo clic en el nombre del curso a continuación: [Módulo 1 - Fundamentos AWS \(Amazon Web Service\)](#)

This email box is not monitored. Please do not reply to this message.



Onboarding General Intcomex

Bienvenidos al onboarding general de Intcomex.

Lecciones de este curso

Detalles adicionales de curso

Lecciones de este curso

Finalizado 0/3

1

Onboarding General Intcomex

Elemento multimedia

2


Evaluación Onboarding


Encuesta

3

Encuesta de Satisfacción - Onboarding General I...

Encuesta




 Iniciar curso











★★★★★ (536)

Lecciones 3

Modo de presentación Autodirigido

 [Guardar](#)

Historial de aprendizaje 91 elementos

Registro de aprendizaje	Nombre	Tipo de contenido	Estado de inscripción	Fecha de inscripción	Estado de finalización	Fecha y hora de finalización
	Ética Empresarial - Intcomex	Curso digital	Inscrito	26/11/2024	Finalizado	26/11/2024 10:51:52
	Prevención del Fraude - Compliance	Curso digital	Inscrito	19/07/2024	Finalizado	19/07/2024 13:00:06
	Programa de Integridad	Curso digital	Inscrito	26/12/2022	Finalizado	02/01/2023 14:18:31
	Ciberseguridad Intcomex	Curso digital	Inscrito	14/09/2022	Finalizado	14/09/2022 16:37:02
	Proceso de Negocios en Intcomex	Programa	Inscrito	05/05/2022	Finalizado	05/05/2022 18:01:40
	Proceso de Negocios - ADN de los Millenials	Curso digital	Inscrito	05/05/2022	Finalizado	05/05/2022 18:01:40
	Proceso de Negocios - Técnicas de Persuasión	Curso digital	Inscrito	05/05/2022	Finalizado	05/05/2022 18:00:43
	Proceso de Negocios - Conoce a Tu Cliente - Tips	Curso digital	Inscrito	05/05/2022	Finalizado	05/05/2022 17:59:16
	Proceso de Negocios - Frases que venden y Social Selling	Curso digital	Inscrito	05/05/2022	Finalizado	05/05/2022 17:58:42
	Proceso de Negocios - Conociendo al Consumidor	Curso digital	Inscrito	05/05/2022	Finalizado	05/05/2022 17:57:57