**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**

1. **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.

1. **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

1. **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.

Interfaz de usuario gráfica, Texto, Aplicación, Correo electrónico

El contenido generado por IA puede ser incorrecto.

Interfaz de usuario gráfica, Aplicación

El contenido generado por IA puede ser incorrecto.

Tabla

El contenido generado por IA puede ser incorrecto.