

Training Services Account Specialist

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Company: Red Hat, Inc.

Location: Bogotá

Category: business-and-financial-operations

About the job

The Red Hat Training and Certification team is looking for a Training Specialist to join the team in Bogota, Colombia. The Training and Certification team is an award-winning, customer-facing group within Red Hat that increases customer retention by providing offerings that are some of the most desirable within the IT industry. As a Training Specialist, you will be responsible for meeting financial goals by acquiring new business, growing existing business and nurturing customers throughout their training and certification journey. In this role, you will partner closely with your sales and services teams and partners to help promote Red Hat Training and Certification to your customer base.

What you will do

Grow existing business relationships and acquire new business within your assigned territory/segment/vertical by selling training and certification offerings.

Exceed financial goals, including sales bookings and revenue

Work directly with customers (in person or virtually), to craft and execute on their training and certification plans.

Engage with partners to drive force multiplication of Red Hat enablement within their companies as well as with their customers

Negotiate terms/pricing/contracts and advance them through to closure

Manage consumption and renewals of Red Hat Learning Subscription (RHLS)

Manage forecasts, provide quotes, scope proposals, close deals, and track data through (SFDC) and our learning management system (LMS)

Work extensively with cross functional sales teams (in person and virtual) and partners to grow business in your specific territory/segment/vertical

Act as a subject matter expert on training and certification both internally and externally in your assigned territory/segment/vertical

Promote and sell training solutions and services to the XXXX customers using all available promos, specials, and bundles to achieve the highest possible revenue and bookings

Identify, define, develop, and implement corporate training plans for accounts within the region

Identify and generate new training business opportunities and upsell to existing customers

Support existing and new IT transformation projects within the local accounts

Support and Coach the local Sales, pre-sales, channel Teams and partners in relation to the training offering and processes

Identify subscription opportunities that don't include training and attempt to add training offerings to them

Develop and refine the training selling best practices

Actively work on RFIs/RFPs to include Training and Certifications related offerings

Work with the local services team to align the GLS offering with the services solutions

What you will bring

2 years of sales / business management experience with a proven record of achievement.

Strong communication skills both internally and externally (primarily over the phone, video conferencing and in person)

Ability to work with various sales teams (internal and external) championing Red Hat training and certification.

Experience with SFDC or equivalent CRM system.

Strong Experience with Office Suites (MS Office, Google G-Suite, LibreOffice or alternatives)

Understanding of learning management systems (LMS)

Understanding of the complete sales cycle management from prospecting to closing

Strong customer interaction skills.

Resilience in dealing with transactional administrative work associated with the sale through current training sales systems.

Ability to travel up to 25%.

#LI-JR1

About Red Hat

is the world's leading provider of enterprise software solutions, using a community-powered approach to deliver high-performing Linux, cloud, container, and Kubernetes technologies. Spread across 40+ countries, our associates have the flexibility to choose the work environment that suits their needs from in-office to fully remote to office-flex. Red Hatters are encouraged to bring their best ideas, no matter their title or tenure. We're a leader in open source because of our open and inclusive environment. We hire creative, passionate people ready to contribute their ideas, help solve complex problems, and make an impact. Opportunities are open. Join us.

Diversity, Equity & Inclusion at Red Hat

Red Hat's culture is built on the open source principles of transparency, collaboration, and inclusion, where the best ideas can come from anywhere and anyone. When this is realized, it empowers people from diverse backgrounds, perspectives, and experiences to come together to share ideas, challenge the status quo, and drive innovation. Our aspiration is that everyone experiences this culture with equal opportunity and access, and that all voices are not only heard but also celebrated. We hope you will join our celebration, and we welcome and encourage applicants from all the beautiful dimensions of diversity that compose our global village.

Equal Opportunity Policy (EEO)

Red Hat is proud to be an equal opportunity workplace and an affirmative action employer.

We review applications for employment without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, ancestry, citizenship, age, veteran status, genetic information, physical or mental disability, medical condition, marital status, or any other basis prohibited by law.

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