

Job Title:	Microsoft Commercial Master Trainer	Report to:	Program Manager
Department/Group:	N/A	Org:	Consumer & Device Sales (CDS)
Level/ Base:	Vendor resource	Travel Required:	Travel Required
Salary range:	Will discuss when interview	Position Type:	Vendor resource
HR Contact:	Ms Xuan Lam: tuyendung@cpm-vietnam.com	Date Posted:	N/A
Will Train Applicant(s):	Yes	Posting Expires:	N/A

Job Description

ROLE AND RESPONSIBILITIES

Role Accountabilities

- Internal & External Communication
- Commercial (& Consumer) Evangelism Planning
- Training Delivery & Technical Consultancy
- REP Tool Reporting
- Key Insight Delivery

Core activity

- Act as product SMB for Commercial Hardware portfolio, Server and Office
- Localize/Translate product stories into local segment-relevant device solutions (SMB, Enterprise, Retails)
- Localize and enhance WW training assets to align with channel/markets
- Execute 1:many events, Channel Connects, Device Days and events for Retails/ Distis/resellers
- Deliver sale skills training, product knowledge to RSPs & Commercial Salesman
- Deliver in-person & virtual/ livestreaming training sessions
- Work closely with local CDS team to build training plans in conjunction with business priorities

Tool management:

- Support with 'ExpertZone' to engage and influence commercial reseller partners
- Own training of Digital Commerce & Campaign Network & Device Partner Center commercial tools for internal & external stakeholders
- Share and collaborate with SEA commercial trainer community through Teams

Compliance and activity stats communication

- Utilize REP Tool for reporting of partner training and insights
- Own regular reviews of REP tool activity stats
- Own the communication to stakeholders of trainings against targets

Insights delivering

- Identify trends and key insights
- Create insights reports that are tailored to stakeholders
- Create effective consistent communication platforms to deliver relevant insights to the business

KPI Weight

- Commercial Training: 100%

Experiences Required:

- Candidates must have at least 2 years of practical experience of Commercial training
- Be able to effectively drive cross-group communication and cooperation, using strong communication, project management, and organizational skills
- Passion for driving results
- Proven ability to influence others as well as negotiation and conflict resolution skills
- Knowledge of commercial marketing and selling approaches, IT, Device
- Ability to engage and influence at senior levels
- Possess a personal passion for technology, marketing, partners, customer marketing and satisfaction

Education & Skills

- At least the BA in relevant education qualifications, IT degree is preferable.

- Good command in English
- Proficient in using Microsoft Office