

## Global Engagement Coordinator – EMEA

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Company: Zones

Location: Pakistan

Category: other-general

### Description

Position at Zones LLC.

Company Overview:

When it comes to IT solution providers, there are a lot of choices. But when it comes to providers with innovative and differentiating end-to-end service offerings, there's really only one: Zones – First Choice for IT.TM

Zones is a Global Solution Provider of end-to-end IT solutions with an unmatched supply chain. Positioned to be the IT partner you need, Zones, a Minority Business Enterprise (MBE) in business for over 35 years, specializes in Digital Workplace, Cloud & Data Center, Networking, Security, and Managed/Professional/Staffing services. Operating in more than 120 countries, leveraging a robust portfolio, and utilizing the highest certification levels from key partners, including Microsoft, Apple, Cisco, Lenovo, Adobe, and more, Zones has mastered the science of building digital infrastructures that change the way business does business ensuring whatever they need, they can Consider IT Done. Follow Zones, LLC on Twitter @Zones, and LinkedIn and Facebook.

Position Overview:

The Global Engagement Coordinator facilitates communication among teams and partners, answering inquiries promptly, aiding account growth, and enhancing awareness of the global solution. Working closely with the Global Engagement Team and Operations Center, the role involves project coordination, managing operations, fostering collaboration, supporting

global partner relations, and maintaining expertise in partner strategies and markets. The coordinator ensures smooth processes, tracks activities, and contributes to international sales growth.

What you'll do as the Global Engagement Coordinator:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

-Coordinate projects, meetings, and actions using shared tools (SharePoint, CRM, Outlook, One Note, .

Support sales teams with global offering guidance.

Assist in onboarding customers to global portals.

Manage and onboard strategic global partners.

Educate teams on partner capabilities and markets.

Maintain strong communication and trust with partners.

Provide language support as needed.

Ensure high-quality customer interactions.

Effectively communicate Zones Global Platform value and support pre-sales efforts.

Monitor successful onboardings for net new global customers.

Meet SLAs for quotes and proposal responses.

Ensure portal accuracy and relevancy.

Maintain effective partner and cadence management.

Manage strategic partner sales revenue targets.

Assist in collecting strategic partner referral fees.

Demonstrate competencies in 5-star service, Zones Vision & Values, and the 5 Ps framework.

What you will bring to the team:

Minimum 3 years of international experience.

Bachelor's degree is a must for this position.

Conversational Arabic skills for working with EMEA partners.

Highly proficient with Project management, analytical, and problem-solving skills.

Expertise in Excel, SharePoint, and Outlook.

Strong time management and organizational abilities.

Excellent written and verbal communication skills.

Customer service-oriented and team-driven.

Ability to work independently and prioritize effectively.

Zones offers a comprehensive Benefits package

At Zones, we are committed to fostering an inclusive and diverse workplace. We provide comprehensive benefits to support our employees, including health insurance coverage for parents, spouse, and children, life insurance, pension fund scheme, EOBI, and on the house free quality food, gym, and much more. We embrace equal employment opportunity, free from discrimination based on various characteristics, and offer an exciting career immersed in an inventive, collaborative culture.

If you are enthusiastic about working on the cutting edge of IT innovation, sales, engineering, and operations, Zones is the perfect opportunity for you.

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