

## Licensing Advisor

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Company: Zones, LLC

Location: Islamabad

Category: other-general

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.™ 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 ideal candidate will be a passionate advocate for Zones clients and understanding what it means to be intensely client focused. This role will make sure that Zones clients are happy, engaged, and receiving maximum operational support each day. As a member of one of Zones most client-facing organizations, this individual possesses intellectual curiosity, creativity, strong problem-solving skills, excellent communication skills, and an ability to influence business and technical leaders across multiple stakeholder groups. The Licensing Advisor role will report directly to the Licensing Lifecycle Manager and is responsible for proactive direct client communication regarding software lifecycle maintenance, subscription renewals and understanding the maintenance of software licenses of clients in their assigned region to provide dedicated white glove support. Knowledge of product offerings, licensing,

and pricing is used daily. The role interacts with clients, publishers, CSS's and other departments as well as heavy client facing interaction through omni channel support. What you'll do as the Licensing Advisor : 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.

- Own and manage the proactive client engagement for licensing maintenance and subscription renewals; Act as the primary point of contact for licensing escalations for assigned region
- Manages the coordination of cadence client meetings with CSS and account support team
- Communicates with client and stakeholders to schedule business reviews, status calls, etc.
- Aids in presentation of reports and presentations as needed
- Support standardized reviews with clients to ensure all licensing requirements are met
- Timely and effective communication with licensees on relevant business needs, on-and offboarding, and product reports
- Maintain ticketing system case documentation related to activities and projects
- Deliver and proactively manage client install base to maintain customer satisfaction
- Ownership of all customer licensing, internal and external parties and existing client questions
- Proactively manage "red flag alerts"-heavy client communication interaction
- Works closely with CSS on customer software related escalations
- Analyze trends, pricing analysis and customer input to close custom deals
- Issue/F mitigation and resolution, work closely across departments to drive resolution and recovery
- Present action plan for issue resolution to account team with scheduled follow-ups until resolution achieved
- Work closely with SAM team to delivery internal reporting on key lifecycle events

What you will bring to the team: 4 years Bachelor's Degree 2+ years working with Tier 1 software publishers. 3 years of account management with prior experience in IT software support Experience working in ticketing systems! Excellent verbal and written communication skills Demonstrated ability to provide world class customer service. Demonstrated strong communication and proven ability to resolve complex issues in a timely manner. Ability to act quickly on issues and develop solutions. Demonstrated track record of achieving productivity goals. Experience with Microsoft product terms and conditions. Adobe experience a plus Completion of Microsoft MCP (Licensing) 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. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status or on the basis of disability .

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