



## Job Description

### Customer Success Manager

Houston, TX

USA

We are a rapidly growing, privately held company positioned at the forefront of the movement to bring much-needed technologies to today's oilfields. Our core mission is to add visibility to every well in every field, regardless of its location or current communications system. At Ambyint, every day presents a new challenge and another chance to excel in a fast-paced, dynamic role that will expand in tandem with your unique skill set. We are focused on nothing short of excellence in customer experience and value creation. If you are as well, then consider joining our team!

The ideal candidate will work out of our new US office located in **Houston, TX** right in the heart of the Washington Avenue Arts District. Working in partnership with sales and development teams, you'll focus on ensuring that our customers receive long-term value from our products and services.

The following will appeal to the **ideal candidate**:

- You're looking for a cultural 'fit' rather than just a job
- The gratification of a job well done comes from the **satisfaction of your clients**
- You work more for the client than for yourself, yet remain true to your values
- Your **passion**, outgoing personality and self-motivation drive who you are
- You like to be **part of a team** much more than to be by yourself
- Your strengths come from collaborating with others, reading and learning like you've never left school
- You are **curious**, creative, biased for action and love solving problems

#### **Drive Customer Success Outcomes**

- Develop engagement strategies with customers to establish a professional relationship by providing operational and product expertise, customer service, and training.
- Lead customer success team engagements with key operational personnel via on-site visits, live webinars and pre-recorded tools.
- Generate user documentation to ensure the delivery of successful solutions to client problems and opportunities.
- Work with the sales, product management, and technology teams to ensure day-to-day service is effectively meeting client needs and value is being delivered to the client.
- Develop and execute service plans that target customers' key strategic business initiatives and pain points.
- Proactively monitors renewal risk factors such as product usage, customer satisfaction, training needs and other activities to proactively engage clients in increasing usage.



### **Business Development**

- Serve as liaison between customer-facing personnel, key customers, and the product team.
- Actively assist the leadership team and client service teams in identifying leads and managing the opportunity pipeline.
- Identify actionable insights to improve client results and team strategy which lead to upsell opportunities through the knowledge of the client's business requirements.

### **Product Growth and Strategy**

- Research and incorporate points of view and problem-solving methodologies that aid in business development, leveraged in client service engagements and incorporated into the product development pipeline.
- Develop external and internal communications such as client engagement trip summaries, case studies, thought leadership pieces, and SPE technical papers.
- Recommend product enhancements to the product development team based on customer interaction and feedback.
- Be a leader and work cross-functionally within sales and product development to drive continuous improvements in the business and platform.

### **Specific Skills and Requirements** we're looking for:

- Forward-thinking and knowledgeable on current and emerging oilfield technologies.
- Experience with business process optimization, implementation, and organizational change management efforts.
- Demonstrated understanding of the operations business drivers, operational issues, expected and actual benefits, challenges, and solutions.
- Demonstrated ability to make data-driven decisions to drive performance through own initiatives and working with others.
- Proven experience leading, coaching, and inspiring others.
- Openness to travel and desire to go to the field when needed.
- Self-motivated, organized, and entrepreneurial; able to prioritize competing initiatives.
- Critical-thinking and problem-solving abilities; able to deal with ambiguity.
- Relevant Bachelor's degree from an accredited academic institution. Consideration will be given to candidates without a 4-yr degree that have proven well optimization expertise and leadership experience.
- 2+ years experience in production operations and/or engineering with an E&P or service provider.
- Six Sigma or other process improvement equivalent certification is a plus.

If these qualities and qualifications describe you, we'd love to hear from you! Send us your resume and a cover letter at [jobs@ambyint.com](mailto:jobs@ambyint.com), and let us know why you're interested in joining our team.



## About Ambyint

Ambyint has been delivering best-in-class artificial lift optimization solutions to E&P customers since 2004, when the company was founded in Calgary, Alberta as Pumpwell Solutions. Through actively acquiring data, monitoring, and optimizing thousands of horizontal and vertical wells across Western Canada with its solution over the next decade, the company amassed a data lake so large that it gained the ability to make computer-generated inferences. Thus, the team began leveraging the power of artificial intelligence and machine learning to develop an end-to-end solution that merges traditional physics-based techniques with modern data science and analytics, effectively bringing the massive power of the Internet of Things (IoT) and big data analytics to the oil patch in an unprecedented way.

Today, Ambyint is able to diagnose a number of abnormal / damaging well conditions via our proprietary, AI-based platform, which features a modern user interface that dramatically cuts optimization workflow times over traditional offerings, as we continue to expand the functional scope of our data science and machine learning algorithms. Ambyint currently has offices and staff in Calgary and Houston, with solutions deployed to customers across North America and the rest of the world. The company is led by a team of experienced oilfield entrepreneurs, production engineers, operations practitioners, and leading-edge technologists.