



Production Optimization Engineer/Specialist

Customer Success Team - Calgary, AB, Houston, TX, or Remote

Ambyint is a SaaS company that provides an Industrial IoT platform, leveraging Physics-Influenced AI models plus closed-loop control to enable Autonomous Operations. As a result, we are an instrumental part of the climate technology evolution and a market leader in production optimization for the energy industry. We deliver step-change improvements to our customers by combining advanced physics, subject matter expertise, and data-informed insights with AI to automate operations and production optimization workflows. We are coming off a strong year, and our ambitions are set even higher with:



High Recurring Revenue Growth



Proven Technology



Strong Vision



Additional Strategic Growth Plays



GHG Emissions Impact

As a **Production Optimization Engineer/Specialist** at Ambyint, you will report to the Customer Success Lead working with new and existing Ambyint customers to drive an engaging customer experience while also building trust. You will serve as the production engineering face of the organization and act as the voice of our customers within Ambyint. You will:

Customer Success

- Provide production engineering and artificial lift optimization support for customer engineering and operations teams
- Provide operational and product expertise, support, and training with customers
- Ensure value delivery at every customer touch point from deployment to quarterly business reviews
- Lead customer success team engagements with key customer personnel via remote meetings, on-site meetings, and live webinars
- Analyze, prepare, present, and communicate results of well optimization and artificial lift optimization internally and to customers
- Proactively monitor retention risk factors, such as product usage, customer satisfaction, and training needs, and proactively engage customers to ensure greater lifetime value

Analytics & Data Science

- Analyze and visualize engineering results leveraging Ambyint and 3rd party BI tools
- Design and develop customized dashboards using 3rd party BI tools
- Design and implement new methodologies to analyze well performance and equipment results
- Work closely with the data science team to design and validate new algorithms for well and equipment optimization

Product Growth & Strategy

- Develop external and internal communications, such as customer 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
- Work cross-functionally within sales and product development to drive continuous improvements in the business and product

Specific Skills and Requirements we're looking for:



- A minimum of a B.S. in petroleum, mechanical, or chemical engineering with 3+ years of experience in production engineering with an E&P
- OR bachelor's degree from an accredited academic institution with at least 7-10 years of experience in production operations
- Excellent interpersonal, verbal, and written communication skills
- Self-motivated, organized, and entrepreneurial; able to prioritize competing initiatives
- Hands-on experience in managing and optimizing plunger lift systems
- A demonstrated passion for digital technology, analytics, or data science

Nice to have:

- Hands-on experience in managing and optimizing rod lift wells and pump-off controllers
- Six Sigma or other process improvement equivalent certification

WHAT SETS YOU APART

- The gratification of a **job well done** comes from the satisfaction of your 'customers'
- It's in your nature to be efficient and do it really well while you always **deliver on what you promise**
- Your strengths come from **collaborating** with others
- Continuous **learning and improvement** are part of your mantra
- You are curious, creative, biased for action, and **love solving problems**
- You don't assume that you are the best and have the **humility** to learn from others

WHAT SETS US APART

Ambyint is a scale-up company, possessing all the exciting edginess of a start-up with solutions that are proven and advancing daily. We pride ourselves on the strength of our team and company and the positive environmental impact we drive. We live by a simple and effective set of values.



Be the change you seek...



We play as one cool, fun team



We are at one with the Customer



We are relentless and relevant



Performance powers progress

WHAT'S IN IT FOR YOU

The opportunity to make a difference in a cutting-edge technology company that is highly spirited and focused on being a leading contributor in the energy transition space. We offer an environment steeped in creating a rewarding professional experience and having some fun along the way. We work in a hybrid working environment with a diverse and talented team. We have a passion for taking on big challenges to create a wealth of opportunities and we will support your development and career goals. Additionally, we offer a competitive compensation and benefits package.

COMMITMENT TO DIVERSITY, EQUITY, & INCLUSION

At Ambyint, diversity, equity, and inclusion are at the core of who we are. Our commitment to these values is unwavering – across all of our work, teams, and interactions with customers. They are central to our mission and to our impact. The understanding that having varied perspectives and backgrounds helps generate richer ideas to solve the complex problems of a changing, and increasingly diverse, world is paramount to who we are and how we work together as a team.

If you are a passionate professional that likes to work in a diverse team environment supporting an entrepreneurial culture with a focus on delivering exceptional value for our customers, we invite you to apply. This is your opportunity to join a growing company offering a competitive base salary and benefits. Send us your resume and cover letter



to jobs@ambyint.com, and let us know why you're interested in joining our team.