

## Technical Account Manager

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Reports to: VP – Business Development  
Department: Business Development  
Location: Multiple

### DESCRIPTION:

A Technical Account Manager (TAM) at ResMetrics is responsible for building and maintaining post-sales relationships with key oil and gas clients. The TAM will become the client's single point of contact for all tracer programs, from initial engineering design to tracer data acquisition and interpretation. A successful TAM will be able to manage a portfolio of existing client relationships while providing innovative solutions to their challenging problems. The TAM is responsible for the overall growth, quality, and satisfaction of the customer's services relationship.

### JOB RESPONSIBILITIES:

- Provide project leadership and project management functions during all phases of tracer testing (initiation, design, execution, monitoring, interpretation, closure)
- Function as a front-line technical resource for customer engineering teams
- Maintain current functional and technical knowledge of all tracer service lines within both unconventional and IOR/EOR product lines
- Maintain current functional and technical knowledge of client reservoir management strategy, completion strategy, and production optimization strategy
- Provide clear and constructive product feedback to product development teams based on customer requirements and customer feedback
- Help to document best practices while developing and deploying innovative solutions
- Assist the customer in defining, capturing, documenting, and sharing the actual financial value generated by the utilization of tracer diagnostics to improve well performance
- Oversee proof-of-concept laboratory and field trials for customers
- Monitor critical sales performance metrics across key accounts
- Attend local SPE Chapter meetings and conferences to educate clients on tracer technology and increase brand awareness

### QUALIFICATIONS:

- Bachelor's degree in technical discipline required, BS, MS, or PhD in Engineering preferred
- 3 years' experience related to tracer diagnostics preferred
- 3 years' experience in customer-facing position such as a technical account manager, sales representative, or sales engineer preferred

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- 3 years' reservoir engineering or completions engineering experience preferred
- Strong background in hydraulic fracturing
- Knowledge of oilfield operations as related to tracer injection operations
- Strong analytical skills regarding technical and project management issues
- Strong professional documentation skills and willingness to create professional documented deliverables for customers
- Strong understanding of strategic sales process
- Strong organizational skills with an ability to manage competing client demands
- Excellent communication and interpersonal skills

## PERSONAL ATTRIBUTES:

- Ability to multi-task in a fast-paced sales environment
- Excellent analytical skills & project management skills
- Excellent written and verbal communication skills
- Ability to write clear and concise technical reports
- Experience communicating effectively to management
- Ability to work independently and in a team environment

## WORK ENVIRONMENT:

- Must be willing and able to travel approximately 25-50% of the time
- Must be willing and able to work a flexible schedule
- Must be able to lift and/or move up to 10 pounds
- Noise level of office environment is moderate