
KARIM AGOUDJIL

Job Title: Service Delivery Manager
Languages: English, French, Arabic, Berber
Nationalities Algerian & Canadian
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Motivated with high-energy, goal oriented and acknowledged as a strong leader and mentor able to motivate and develop staff to be highly productive and efficient. Excellent communication and interpersonal skills, solid performance in a series of increasingly responsible senior staff positions. Analytical and quality assurance skills in involved services and projects. Sense of priority and always ready new challenges and objectives.

Education

1998 **Computer Science Engineer** *with a these to design and implement an application to reconstitute geographical data from aerial photography's.*

Expertise highlights

- Sales & Marketing
- Project Management
- Delivery services and resources management
- Computer System engineering

Assignment History/Experience

Nov 2016 – present **Service Delivery Manager**
Schlumberger – Algeria

Lead and manage a pool of more than 15 resources to deliver software services to Oil & Gas customers in Algeria in all domains: Reservoir, Production, Geology, Geophysics, Petrophysics. The business scope is to help and assist clients to achieve their business objectives and targets to mainly maintain and enhance production at wells and surface networks.

The scope of our activities and interventions cover all production stages from reservoir to the wells to the surface networks to tanks and expedition. And concerns all field phases from Exploration to Development to Production.

Our software services consist of

- Software license sale and maintenance
- Software coaching and trainings
- Domain studies and onsite support
- Consulting projects with high domain expertise

Resource management

- Resource planning and allocation for projects and services delivery
- Resources evaluation based on MBO, management by objectives
- Quarterly and yearly reviews of the performances of the team, results vs objectives
- Ensure good teamwork and professional environment with respect to ethical values
- Motivation strategy to supervised personnel, awards and recognitions
- Set career development steps for all team members
- Disclose and ensure the execution of QHSE policies

Project Delivery management

- Responsible for all services delivery and projects execution
- Provide industry leading expertise and technologies to support customers in their projects related to O&G needs and business
- Maintain open and continues communications with all clients
- Daily monitoring of the quality of services, QOS, for all client's activities
- Ensure projects delivered on time with highest QOS, defined cost & revenue
- Initiate P&L (Profit & Loss) for all projects and work to reach revenue targets
- Set in place appropriate vision of the company towards objectives and expectations
- Continuously identify and track new business opportunities
- Develop new tools and technical approaches to solve specific client's challenges
- Revenue forecasting, collection, and invoicing
- Disclose and ensure the execution of QHSE policies

**April 2012 - Oct
2017**

Account Manager
Schlumberger – Algeria

In this role, I held the ultimate responsibility for building and executing the sales strategy required to maximize revenue growth across all O&G domains with all customers in my territory. My objective was to achieve a revenue targets on quarterly and yearly basis with focus on

- Sales and marketing

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- Analyze and understand O&G market share within North Africa Geomarket
 - Identify new sales opportunities new projects and new local clients
 - Gather new RFQs and new tenders and maintain competition matrix
 - Maintain quarter rolling revenue forecast
 - Develop the Target Account Selling plan (TAS) for opportunities
 - Technical and commercial proposal preparation and writing
 - Lead bidding and tendering process
 - Monitor competition market share and pricing geography
 - Work closely with Head Quarter's (HQ) teams and other technical sales staff
 - Develop differentiator factors for winning proposals and tenders
 - Coordinate solution implementation with delivery teams

**May 2009 –
Mars 2012**

Project Manager

Schlumberger – Algeria

Main tasks

In charge of delivering a Real Time Data Drilling Services project to our customers. The scope of the projects was to connect rigs to network and ensure data translated to a center to follow and monitor drilling operations.

- Lead a team of more than 10 resources to execute operations
- Connect more than 84 rigs and ensure data streaming from rigs to center
- Ensure real time data are well received with lowest loss
- Structure the data in line with related drilling phases and sections
- Provide data models to drilling experts to do their monitoring of operations
- Ensure hardware maintenance for all equipment's
- Maintain proper P&L and ensure monthly revenue collection

**Jan 2007 – Apr
2009**

Business Development Engineer

Schlumberger – Algeria

Develop and grow IT and Petro Technical Computing business in North Africa Geomarket. The scope of the role was to implement data centers and clustering solutions for O&G customers to host their Petro-technical software platforms and technologies.

- Analyze and understand PTC business in the geomarket
- Identify new sales opportunities new projects and new local clients
- Gather new RFQs and new tenders and maintain competition matrix
- Maintain quarter rolling revenue forecast
- Develop the Target Account Selling plan (TAS) for opportunities
- Technical and commercial proposal preparation and writing
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- Work closely with Head Quarter's (HQ) teams and other technical sales staff
 - Develop differentiator factors for winning proposals and tenders
 - Coordinate solution implementation with delivery teams

**Dec 2005 – Dec
2006**

System engineer
Calgary Canada

System engineer in charge of the maintenance and support of O&G customers platforms over all Canada and US.

- Operating system support and maintenance
- Hardware maintenance and support
- Spare part approach design and procurement
- Maintain support database for all customers

**Mars 2004 – Dec
2005**

System support engineer
SAVI - Montreal Canada

System engineer in charge of the maintenance and support of platforms for Airlines companies' over Canada and US.

- Operating system support and maintenance
- Hardware maintenance and support
- Network support and engineering
- Maintain support database for all customers

**Sep 2000 – Dec
2003**

System engineer
Schlumberger – Algeria

System engineer in charge of the maintenance and support of SLB platforms implemented at all O&G customers in Algeria.

- Database and system administrator (Oracle, PL/SQL, MS SQL, Microsoft, Linux)
- Schlumberger software support for all customers
- Operating system support and maintenance
- Network support and engineering
- Hardware maintenance and support
- Spare part approach design and procurement
- Maintain support database for all customers

**Sep 1998 – Aug
2000**

System engineer

National Institute of Cartography and tele-detection – Algeria

System engineer in charge of the maintenance and support of INCT platforms related to

- Database and system administrator (Oracle, PL/SQL, MS SQL, Microsoft, Linux)
- Schlumberger software support for all customers
- Operating system support and maintenance
- Hardware maintenance and support
- Spare part approach design and procurement
- Maintain support database for all customers

Miscellaneous

Citizenship: Algerian & Canadian

License driving valid

Hobbies: Reading novels and playing volleyball & Squash