
Ankit B. Bhayani

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Summary :

Well-organized Support and Coordination professional bringing excellent multitasking abilities developed over 5+years of experience with data aggregation and in depth knowledge of well drilling process for oil and gas. Dedicated to maximizing customer satisfaction and exceeding business objectives with organized approach and strong customer handling skill. Self-motivated, bringing proven leadership, organizational and customer relations skills. Independently solved problems and kept teams on task to handle diverse business requirements.

Skills:

- Excellent Communication
- Technical Recruiter
- Customer Relationship Management
- Team Management
- Client Support
- Corporate Communicator

Education :

Nirma University, Ahmedabad, GJ

June 2015

- Diploma in Mechanical Engineering.

Professional Experience:

Logilite Technologies, Ahmedabad, GJ

Jan 2018 - Present

Sr. RTOC Engineer/ Support Engineer

- A full-time position where I manage all the below duties remotely (US time).
- Coordinate end to end support process for oil and gas sector.
- Worked on different data aggregation and data transfer protocols like WITS, WITSML, Modbus, 3PS, WSocket, MQTT, RDBMS.
- Handling multiple data aggregation and visualization applications for day to day operations and client requirements.
- Closely worked with oil and gas companies like Parker wellbore, Chevron, Conocophillips, Pemex etc.
- Dealing with different data providers like NOV, Pason, Schlumberger, Pemex and Corva etc.
- Excellent knowledge of drilling terminology and experience on real time data monitoring.
- Configuration and mapping of all drilling applications, KPIs and Dashboards.
- Expertise in operational event identification, Drilling data optimization and Daily KPI report generation.
- Working with big data files for loading, processing and backfill the data in the system.
- Working on complete well analysis, Non drilling time calculations and Connection analysis.
- Maintain day to day task by creating tickets in internal as well external applications.
- Escalate critical issues and handling high pressure working on multiple ongoing tasks/issues.
- Schedule meetings with clients to discuss and resolve ongoing issue in support and to take requirements and changes from client in existing project.
- Day to day communication with client about third party product and their support on our project.

- Conduct internal meetings, resolve ongoing issues with support activity and reported by client.
- Hire, manage and develop new employees as required in project.
- Induction, on boarding and training for new employees.
- Product training for new client and over all demonstration of the project to new customer.
- Create documentation of the current products and their features.
- Create video tutorial of the product for training and marketing purpose.
- In some case, direct communication with development team for immediate requirement from client.
- Taking reviews and feedback from customer at several time interval and make changes accordingly.
- Sharing new idea and technologies we can use in existing product or project to improve overall performance of the project.

REDCARE,Ahmedabad,GJ

Nov 2016- Dec 2017

Operations Executive/Technical Recruiter

- Marketing of the existing products out of India.
- Deal with abroad clients, taking requirements from clients and manage deliverable on time.
- Approach new clients and consultants over USA, schedule meeting, discuss the project requirements.
- Maintaining the relation with customers and corporate clients.
- Providing remote support and service to the client.
- Diagnosis or troubleshooting for the Applications and software's.
- Provide annual maintenance contracts for our corporate clients.
- Staffing and hiring new talents for the company.

IMSPeople,Ahmedabad,GJ

April 2016– Oct 2016

Technical Recruiter

- Professional recruitment consulting for client Volt Workforce Solutions (USA).
- Doing recruitment for wide range of MNC companies all over USA.
- Sourcing and recruiting qualified candidates matching to the requirement from client.
- Screening candidates according to the job description
- Sourcing and recruiting from various job boards and social networking sites.
- Able to maintain professional email communication with candidates.
- Coordinating with recruited candidates for scheduling interviews.
- Maintaining thorough and accurate documentation on all conversations with candidates
- Maintain reports and database of candidate.

Thanks &Regards,
Ankit Bhayani