



M. Adel Alhashemi

Account Manager

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📍 Perth, Australia / Baghdad, Iraq 🔄 Married 📅 Nov 01, 1990

🌐 Website 🌐 LinkedIn 🌐 GitHub

Profile

Accomplished Account Manager with over a decade of experience leading complex projects and operations in the energy sector. Demonstrated expertise in managing cross-functional teams, driving operational excellence, and delivering high-impact results. Known for strong client relationship management, strategic planning, and a passion for innovation. Adept at navigating challenging environments and aligning team efforts with organizational goals to exceed client expectations and achieve business success. Highly organized, with exceptional communication and leadership skills, dedicated to fostering collaboration and continuous improvement.

Professional Experience

SLB

Account Manager

May 2024 – present
Perth, WA, Australia

- Manage the Santos Project, overseeing four offshore rigs with a monthly revenue of over \$3M.
- Act as the primary customer liaison, ensuring compliance with contractual agreements and meeting performance metrics.
- Collect and analyze market intelligence to inform strategic decisions and enhance contract value.
- Develop consensus forecasts for asset, product, and workforce demand to optimize resource allocation.
- Capture and analyze customer job requests, preparing cost estimates and staffing models.
- Ensure accurate, timely service delivery, resolve billing disputes, and coordinate quality assurance meetings.
- Assess job risks, communicate mitigation strategies, and maintain safety and operational efficiency.
- Evaluate customer feedback to identify opportunities for continuous improvement.
- Additional roles assigned include: Product Owner for the development of APG-LOMS (Local Operations Management System), SAP Super User, and IT-LRA (IT Local Registration Authority).

Engineer In Charge

May 2023 – May 2024
Moomba, SA, Australia

- Oversaw the execution of field operations at Cooper Basin for Santos, ensuring all aspects from client interaction to final reporting were handled efficiently.
- Led teams in planning and executing projects, focusing on timely delivery and exceeding client expectations.

- Monitored project milestones and financial performance to ensure profitability and operational excellence.
- Implemented continuous improvement strategies to enhance team performance and client satisfaction.

Wireline General Field Engineer

Dec 2021 – May 2023
Moomba, SA, Australia

- Implemented field operations under the Santos project including client meetings, planning, preparation, mobilization, job execution, data delivery, and finally, ticket invoicing and closure.
- Ensured adherence to safety and quality standards, enhancing service reliability and project outcomes.
- Managed logistics and resource allocation efficiently to maximize productivity during field operations.

Wireline Remote Operations Engineer

May 2019 – Sep 2020
Jakarta, Indonesia

- Performed technical analysis on client data to assist the client in making critical decisions on high-profile wells.
- Provided training and mentoring for fresh engineers operating in the field.
- Remotely managed over 200 field operations located across more than 25 countries for high-profile clients.
- Managed the remote operations project in Duri, Indonesia for Chevron.
- One of the first selected 20 engineers to work on the remote operations initiative around the globe.
- Developed an internal system to automate operations assignment, track requests, and report performance.

Wireline General Field Engineer

Dec 2018 – May 2019
Basra / Erbil, Iraq

- Managed field operations for Rumaila field BP project starting from client meetings, planning, preparation, mobilization, job execution, data reporting, ticket invoicing, and closure generating over \$500k in monthly revenue.
- Oversaw Petronas project in Garraf and expanded the services being performed to include Horizontal wells production logging and corrosion identification.
- Managed Gazprom Project in Badra field which generated a revenue of \$300k monthly.

Wireline Senior Field Engineer

Dec 2017 – Dec 2018
Rumaila, Basra, Iraq

- Developed the Wireline automation platform as a cost-saving and quality improvement process which eventually led to joining the remote operations initiative to further develop the project.
- Initiated the ExxonMobil horizontal well logging project in West-Qurna field allowing the client to perform production evaluation in horizontal sections for the first time in Iraq.
- Performed the first joint operation with CoilTubing fiberoptic logging in Rumaila which led to signing a 3-year contract with BP to perform similar operations.

Wireline Field Engineer

Jul 2013 – Dec 2017
Rumaila, Basra, Iraq

- Developed several internal systems to automate workflows, reduce redundancy, and improve quality.
- Successfully managed over 350 field operations that generated a revenue exceeding \$10M for clients across Iraq (BP, Lukoil, PetroChina, Petronas, ExxonMobil, Gazprom, and Chevron).

Earthlink, Technical Support Engineer 

Jul 2012 – Jul 2013
Baghdad, Iraq

- Implemented high standards of client satisfaction through diagnosing and resolving technical challenges as well as providing information in response to inquiries, concerns, and requests about products or services.

Projects

APG-LOMS , <i>Development of Local Operations Management System</i>	present
Email to Knowledge Base , <i>Obsidian Outlook Add-On Development</i> ↗	2023
Development of Wireline Automation Platform , <i>SLB GFE Project</i>	2018
Developing EEG P300 Speller For Arabic Language , <i>M.Sc Project</i>	2017
Developing Real-Time Face Detection and Tracking , <i>B.Sc Project</i>	2012

Education

Executive Master of Business Administration , <i>Quantic School of Business and Technology</i> ↗	Oct 2020 – Dec 2021 Washington, United States
Master of Science / Electronic and Communications Engineering , <i>Al-Nahrain University</i> ↗	Oct 2012 – Feb 2017 Baghdad, Iraq
Bachelor of Science / Electronic and Communications Engineering , <i>Al-Nahrain University</i> ↗	Oct 2008 – Jul 2012 Baghdad, Iraq

Trainings & Certifications

Managing and Leading your People , <i>SLB European Learning Center (ELC)</i> ↗	2018 Paris, France
Horizontal Wells Logging , <i>SLB Middle East Learning Center (MLC)</i> ↗	2017 Abu Dhabi, UAE
Wireline Cased Hole Core (PEPTEC) , <i>SLB Kellyville Learning Center (KLC)</i> ↗	2014 Oklahoma, United States

Technical Skills

Cloud Computing

Azure, GCP

Automation

Microsoft Power Platform, Zapier

Web Development

Sveltekit, Go, Node.js

Office Tools

MS Office, GSuite

Artificial Intelligence

OpenAI Assistants API, Azure AI Studio, Google Trusted Tester Program

Analytics

Power BI, Tableau

Software Development

Desktop Development: Tauri, Electron
Programming Languages: C++, Python, Dart, JavaScript

Database

SQL, NoSQL