

Heechem Ichallamene

[in LinkedIn](#) | [587-830-1408](#) | [Portfolio](#) | [hichempeter@gmail.com](#) | [GitHub](#)

Skills

- Supply Chain Management | Logistics | Operations | Procurement | Inventory Control | Demand Forecasting |
- Customer Relationship Management (CRM) | Sales Force | Customer Satisfaction Enhancement
- Process Improvement | Workflow Optimization | Inventory and Warehouse Management |
- Multilingual Communication: Professional proficiency in English, French, Greek, Arabic
- Frontend Skills: HTML, CSS | JavaScript | TypeScript | React | NextJs | Tailwinds CSS

Experience

Customer experience	FLO	Calgary, CA	02/2023 - Current
<ul style="list-style-type: none">• Achieved a 94% Customer Satisfaction rate while consistently being the top performer.• Proficiently managed EV driver inquiries, ensuring a positive experience.• Demonstrated strong problem-solving abilities by effectively diagnosing issues and offering suitable solutions.• Successfully onboarded EV drivers and B2B clients.• Demonstrated strong problem-solving abilities by effectively diagnosing issues and offering suitable solutions.			
Technical Back-liner	Teleperformance	Athens Greece	02/2020 - 09/2022
<ul style="list-style-type: none">• Mentored and coached 15+ agents to enhance technical product knowledge, fostering individual growth and development.• Delivered training to 100+ new hires, resulting in a 10% reduction in customer churn by improving technical support, troubleshooting processes, and soft skills.• Expertly managed 500+ escalated tickets per month by providing top-tier support and collaborating with cross-functional teams.• Demonstrated a strong sense of urgency in handling safety and technical customer requests to ensure customer satisfaction.• Reduced the case resolution rate by 10% by providing weekly reports to Philips on average handle time and first call resolution.• Achieved a 92% customer satisfaction rating through excellent customer service and timely case resolution.			
Customer Service	Maersk	Algiers DZA	05/2018 - 01/2020
<ul style="list-style-type: none">• Expertly facilitated communication between customers and business units, ensuring demurrage guarantees and on-time shipment deliveries.• Efficiently processed an impressive daily average of 200 release orders, consistently meeting customer deadlines and exceeding expectations.• Demonstrated a keen ability to track and recover lost shipments for esteemed clients, thereby reducing company liability and preserving crucial customer relationships.• Effectively liaised with customs brokers, freight forwarders, couriers, transport companies, and suppliers across various shipping modes (Ocean, Air, and Road).• Maintained an impeccable record of reasons for changes and amendments in the appropriate systems, achieving a flawless 100% accuracy rating in data entry.• Facilitated seamless communication with drivers, warehouse managers, shipping companies, and freight forwarders, providing precise Estimated Time of Arrival (ETA) updates to ensure smooth logistics operations.			
Service Agent	Bongiorno Srl	Algiers DZA	10/2017 - 04/2018
<ul style="list-style-type: none">• Coordinate and schedule the dispatch of transportation resources, including drivers and vehicles, to fulfill customer orders and delivery requirements.• Accounted for various factors including traffic conditions, designated delivery schedules, and freight load capacities to prioritize driver safety and maintain the integrity of freight transportation.• Handle customer inquiries, address concerns, and accommodate special delivery requests to ensure exceptional customer service.• Resolve logistical hurdles encountered during transportation, including route alterations, delivery disruptions, and customer requests impacting priority adjustments.• Employ Transportation Management Systems (TMS) and communication tools proficiently to oversee vehicle tracking, route monitoring, and efficient communication.• Thoroughly compile and manage shipment documentation, exhibiting meticulous attention to detail for each consignment.			

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Education

Bachelor in Economics	<u>University of Boumerdes</u>	Boumerdes Algeria	08/2009 - 07/2014
Master in Supply chain management	<u>nstitut of plannification and management</u>	Algiers Algeria	09/2015 - 07/2017

Projects

- Learning Front End developement to be able to master software developement , show case of my work on my portfolio

[Portfolio](#)