

Heechem Ichallamene

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

Skills

- JavaScript | TypeScript | Next JS | React | Wordpress | Redux | Git | Tailwind CSS | CSS | SCSS | HTML 5 | Framer Motion |
- Materiel UI | Prisma | SQL | Mango DB | Sales Force | Supply chain | Logistics Management | Jira | Onboarding | Training
- Frontend | English, French, Greek, Arabic– All above proficiency

Experience

AB Experience Rep

FLO AddEnergie

Calgary, CA 02/2023 - Current

- Achieved a 94% Customer Satisfaction rate while consistently being the top performer.(30 to 35 customer per day)
- 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 Trainer

Teleperformace

Athens Greece 02/2020 - 09/2022

- 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.

Care Business Partner

Maesrk

Algiers DZA 05/2018- 01/2020

- Coordinated global communication and operations for clients, ensuring top-notch service and satisfaction.
- Successfully traced and recovered lost shipments for high-value clients, reducing company liability and preserving vital customer relationships.
- Acted as a liaison between customs brokers, freight forwarders, couriers, transport companies, and suppliers across various shipping modes.
- Ensure exceptional customer experience by addressing shipment tracking, returns, claims, and exception management
- Evaluated and enhanced 3PL/carrier performance using KPIs and SLAs, significantly improving client satisfaction.

Logistic specialist

Bongiorno

Algiers DZA 05/2018- 01/2020

- Coordinate transportation dispatch to meet customer orders and delivery needs efficiently with more 50 truck.
- Prioritize driver safety and freight integrity by considering factors like traffic, schedules, and load capacities.
- Ensure exceptional customer service by handling inquiries for more than 50 clients , addressing concerns, and accommodating special delivery requests.
- Resolve logistical challenges during transportation, managing route alterations and delivery disruptions (sea, road , air freight)
- Proficiently use Transportation Management Systems (TMS) and communication tools for vehicle tracking and efficient communication.
- Thoroughly compile and manage documentation for 20 to 25 shipments per day.

Education

Bachelor in Economics

University of Boumerdes

Boumerdes Algeria

- Major in Hydrocarbone Economical

Master in Supply chain management

Institut of plannification and management

Algiers Algeria

- Major in Supply Chain Management

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Projects

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

[Portfolio](#)