Heechem Ichallamene

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Skills

p• Supply Chain Management | Logistics | Operations | Procurement | Inventory Control | Demand Forecasting |
- JIRA| Sales Force | Customer Satisfaction Enhancement | Process Improvement | Inventory and Warehouse Management
- Multilingual Communication: Professional proficiency or above in English, French, Greek, Arabic
- Frontend Skills: HTML, CSS | JavaScript | TypScript | React | NextJs | Tailwinds CSS | Microsoft Office

Professionnel Experience

Customer experience   **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 Back-liner   **Teleperformace**   *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.
- ced 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 experience   **Maersk**   *Algiers DZA*   **05/2018 - 01/2020**

- Coordinated global communication and operations for clients, ensuring top-notch service and satisfaction.
- Managed an average of 200 daily release orders efficiently, consistently meeting deadlines and surpassing expectations.
- 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 Srl**   *Algiers DZA*   **05/2017 - 04/2018**

- 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 shippments per day.

Education

Bachelor in Economics   **University of Boumerdes**   *Boumerdes Algeria*

Master in Supply chain management   **Institut of plannification and management**   *Algiers Algeria*

Projects

- Developed an application streamlining purchasing workflows and enabling immediate approval of local expenses for a research center. This project served as the culmination of my master's degree in Supply Chain Management.