

Heechem Ichallamene

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

Skills

- JavaScript | TypeScript | Next JS | React | Redux | Git | Tailwind CSS | CSS | SCSS | HTML 5 | NPM | 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

Customer Support **FLO AddEnergie** **Calgary, CA** **02/2023 - Current**

- Achieved a 94% Customer Satisfaction (CSAT) rate while consistently being the top performer, 30 to 35 calls by day
- Proficiently managed EV driver inquiries, ensuring a positive experience. 700 cases per month.
- 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**

- Mentored and coached 25+ 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 advisor **Nespresso** **Algiers DZA** **09/2019- 02/2020**

- Provided a consistently luxurious customer experience, upholding the high brand standards with excellence in customer service
- Swiftly and effectively addressed and resolved all customer complaints, ensuring their concerns were met with the utmost care.
- Greeted customers with warmth and sophistication, offering expert guidance and product recommendations.

Counter Agent **Maersk** **Algiers DZA** **05/2018- 08/2019**

- Handling Key clients accounts to achieve client success.
- 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.

Education

Bachelor in Economics **University of Boumerdes** **Boumerdes Algeria** **08/2009 - 07/2014**

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- Major in Hydrocarbone Economical

**Master in Supply chain
management**

**nstitut of plannification and
management**

Algiers Algeria **09/2015 - 07/2017**

- Major in Supply Chain Management

Projects

- Portfolio created using React, Tailwind Mobile responsive
- Learning Next Js to start building full stack projects

Others

- Passionate about reading book | Guitar | Fitness | Comics