

Heechem Ichallamene

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Skills

- 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 | TypeScript | React | NextJs | Tailwinds CSS | Microsoft Office

Professional 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.