

# Heechem Ichallamene

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

## Skills

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- 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

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### Customer experience

FLO

Calgary, CA 02/2023 - Current

- 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

- 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 experience

Maersk

Algiers DZA 05/2018 - 01/2020

- 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

- 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

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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

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

## [Portfolio](#)