

Heechem Ichallamene

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

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 in English, French, Greek, Arabic
- Frontend Skills: HTML, CSS | JavaScript | TypeScript | React | NextJs | Tailwinds CSS

Experience

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

- Orchestrated seamless communication, documentation, and operational oversight for global clientele, ensuring exceptional service and satisfaction.
- 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).
- Ensure exceptional customer experience by addressing shipment tracking, returns, claims, and exception management
- Monitored, assessed, and improved 3PL/carrier performance, leveraging KPIs and SLAs, driving substantial performance enhancements and client satisfaction.
- Produced insightful reports, enabling informed decision-making, while presenting KPI reports to stakeholders, driving continuous performance improvements.

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.

Education

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Bachelor in Economics

University of Boumerdes

Boumerdes Algeria

Master in Supply chain
management

Institut of plannification and
management

Algiers Algeria

Projects

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

[Portfolio](#)