

Heechem Ichallamene

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

Skills

- JavaScript | TypeScript | Next JS | React | Redux | Next Js | Git | Tailwind CSS | CSS | SCSS | HTML 5 | NPM Library
- Materiel UI | Mobile responsivness | Sales Force | Jira | Training | Logistics Management | Jira | Mentoring, Onboarding
- Frontend | English, French, Greek, Arabic– All professional proficiency or above

Experience

Customer experience	FLO	Calgary,CA	02/2023 - Current
<ul style="list-style-type: none">• Achieved a 94% Customer Satisfaction rate while consistently being the top performer.• 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
<ul style="list-style-type: none">• 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.• 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 advisor	Nespresso	Algiers DZA	09/2019- 02/2020
<ul style="list-style-type: none">• 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.			
aersk	Maersk	Algiers DZA	05/2018 - 09/2019
<ul style="list-style-type: none">• Handling Key clients accounts to acheive 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
<ul style="list-style-type: none">• Major in Hydrocarbone Economical			
Master in Supply chain management	nstitut of plannification and management	Algiers Algeria	09/2015 - 07/2017
<ul style="list-style-type: none">• Major in Supply Chain Management			

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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