

Heechem Ichallamene

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SUMMARY OF QUALIFICATIONS

- ✦ Successfully handle more than **700 calls** per month / more than **600** cases, and **CSAT** of **94%** being the best performer every month
- ✦ Learning Front-end Development , technologie used : **React / JavaScript / CSS / HTML / Tailwind**
- ✦ Refresher training, updated knowledge for 50 employees on new company software and products, decreasing the number of escalations by 25%.
- ✦ Managing logistics for a company that ships internationally, including tracking, trans-boarding, cross docking, LCL and FCL.
- ✦ Followed up on all aspects of supply chain to ensure timely compliance with company/customer requirements, resulting in no delays or issues.
- ✦ Bilingual in Arabic & French, Fluent in English , also Greek
- ✦ Mentored a team of new employees in CRM Salesforce, Microsoft office.

WORK EXPERIENCE

FLO Add Energie *Customer Care representative Feb 2023-Today*

- Assist Ev drivers on the road and troubleshoot Ev issue and stations issues
- Effectively handle B2B requests, and escalate it to the right department
- Handle App issue, and spot issues that need technical escalations to the IT and software department
- Onboard B2B clients on the admin portal .
- Onboard Ev drivers over the app and the website

Teleperformance Athens Greece Technical Back-liner / Trainer (Philips project)
March 2020 - Sep 2022

- Mentored 15+ agents on technical product knowledge and provided feedback to drive individual growth and development.
- Reduced customer churn by 10% through training 100+ new hires on technical support, and trouble shooting process, soft skills.
- Successfully handled 500+ escalated tickets per month by providing expert level support and collaborating with cross-functional teams.
- Managed all safety requests and technical customer requests with a sense of urgency to ensure the satisfaction of our customers.
- Successfully increased case resolution rate by 10% through providing weekly reports to Philips on average handle time and first call resolution.
- Achieved 32% customer satisfaction rating through providing excellent customer service and resolving cases in a timely manner.

Nespresso Algiers, Algeria Customer advisor (coffee specialist) Sep 2019 - Feb 2020 ● Ensured every customer received the luxury treatment that a high brand offers by providing excellent customer service.

- Successfully handled and resolved all complaints in a timely manner.
- Greeted customers entering the store, provided them with assistance and advised them on product selection, resulting in a 5% increase in customer satisfaction.

Maersk Algiers Algeria Counter agent Mai 2018 - Aug 2019 ● Successfully coordinated between customer and business unit to provide demurrage guarantees, ensuring timely delivery of shipment .

- Efficiently processed an average of 200 release orders per day while consistently meeting customer deadlines.
- Successfully tracked and located lost shipments for high-profile clients, minimizing company liability and preserving customer relationships.
- Corresponded with custom brokers, freight forwarders, couriers, transport companies and suppliers for all shipping, documents,(Ocean/Air/Road).
- recorded reasons for changes and/or amendments in appropriate systems, achieved 100% accuracy rating for data entry.
- Successfully communicated with drivers, warehouse managers, shipping companies, and freight forwarding companies to give accurate ETA and minimize delays and errors in logistics and freight forwarding.

Bongiorno Srl (freight forwarding) Algiers, Algeria *Customer Care representative*
Oct 2017 - April 2018 • planning and coordinating with third party warehouse to move freight to customer and meet required customer deadlines(over 1000 shippments per month)

- Resolved trucking routing issues within 24 hours to avoid delays in shipments.
- Successfully coordinated and managed the inbound/outbound shipment, ensuring compliance with international shipping regulations.

EDUCATION

University of Boumerdes Boumerdes Algeria *Bachelor 2014* • Economics and hydrocarbons

Higher institute of planification & management Algiers *Master degree 2017* • Supply chain management , GPA 3.4