

## Heechem Ichallamene

Calgary, CA <https://www.linkedin.com/in/ichallamene-hichem/>  
|587-830-1408 | hichempeter@gmail.com

### SUMMARY OF QUALIFICATIONS

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- Successfully resolved over 1,000 technical issues for customers, & providing excellent customer support to over 5 years.
  - 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 Basic Greek
  - Mentored a team of new employees in CRM Salesforce, Microsoft office.
  - Attempting and learning [HTML CSS, JavaScript] with a focus on front-end development.
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### WORK EXPERIENCE

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#### GroupSource

Calgary CA

Customer Care representative

OCT 2022 - Dec 2022

- Assist members and providers with claims/coverage inquiries
- Effectively communicated with cross-functional teams to resolve claims.
- Processed an average of 40 health and dental claims per day, ensuring that each claim was accurate and complete.
- Filing correspondence and claims, audits

#### 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 process and 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***Customer advisor ( coffee specialist)***Algiers, Algeria***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***Counter agent***Algiers Algeria***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)***Customer Care representative***Algiers, Algeria***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***Bachelor***Boumerdes Algeria***2014*

- Economics and hydrocarbons

**Higher institute of planification & management***Master degree***Algiers***2017*

- Supply chain management , GPA 3.4