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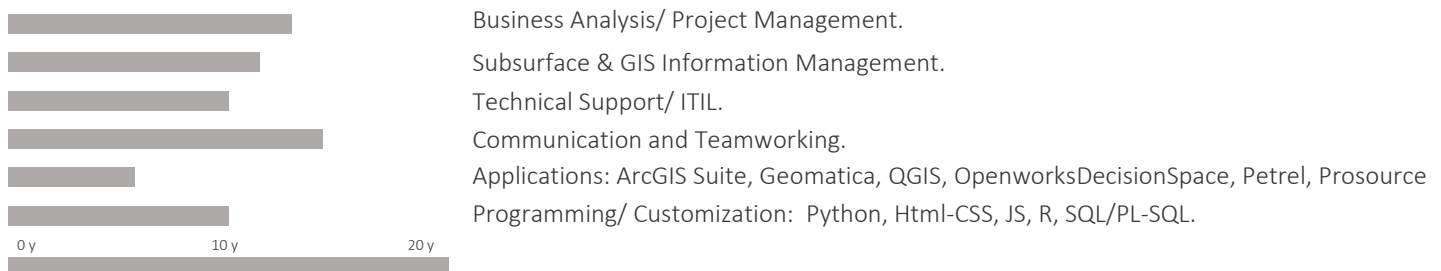
SPOKEN AND WRITTEN LANGUAGES: ENGLISH, AND FRENCH

PROFESSIONAL PROFILE

Multi-skilled professional with an experience in the fields of Subsurface Data Management and Software Support. Exceptional problem-solver with keen ability analyze/define business and operational processes, design, develop, and implement effective and efficient solutions.

Presently looking to join a company that rewards effort and initiative, whilst at the same time providing plenty of progression and development opportunities to its employees.

KEY COMPETENCIES AND SPECIALIZED KNOWLEDGE



EDUCATION

MBA, Management (WES evaluation: Master's Degree)	2005 - 2009
<i>Robert Gordon University, Aberdeen United Kingdom</i>	
Geophysical Engineering, (WES evaluation: Bachelor & Master's Degree)	1986 - 1993
<i>University of Sciences and Technology USTHB, Algiers Algeria</i>	

WORK HISTORY

Service Desk Analyst. *Accenture, Ottawa, ON* 02/2017 – Present

- Analyzing client's problems, offering instant and long-lasting solutions on hardware, software, and network issues.
- Creating detailed tickets with accurate documentation of incidents and problem resolutions.
- Navigating through Knowledge Base/Active Directory quickly and efficiently.
- Coaching new employees on call center operations, utilizing remote tools to conduct troubleshooting, and collaborated on calls.
- Handling shift lead duties monitoring the incoming ticket, ensuring coordination tasks with emphasis on immediate ticket response and/ or escalation.

Financial Service Advisor. *JPMorgan Chase, Ottawa, ON* 11/2015 - 09/2016

- Reviewing customers' profile and engaging in a need based conversation to address every day banking plans and credit card needs and identify potential opportunities.
- Providing support for clients by helping them to manage their accounts and products.
- Collaborating with other departments to ensure clients are connected to the right people and opportunities.
- Proactively suggesting credit card options that will help clients achieve their financial goals based on in-depth understanding of the company's suite of credit card products.
- Securing all required information to fulfill customer applications for products and maintain information and records to limit errors.
- Protecting the company's assets by complying with all regulatory, legal and ethical requirements.

Software Support/ Business Analyst. *Sonatrach, Boumerdes, ALG*07/2007 - 09/2015

- Providing technical support on Petro technical application and data management platforms and implemented a management system of service quality & continuity.
- Responsible for identifying client needs, customizing, and recommending appropriate software applications for data management and technical platforms solutions.
- Coordinating the completion of regulated compliance assessments, software/hardware upgrades, and multiple product migrations.
- Managed multidisciplinary team responsible for Data-Rooms management for Open Acreages Bid Rounds.
- Led cycles of elaboration/negotiation of contracts related to software acquisition, maintenance, and consulting services and developed vendors' relationships.
- Visited, communicated, and coordinated with senior personnel of major Oil & Gas companies and concerned vendors / consultants.

Information/ Data Management Specialist. *Sonatrach, Boumerdes, ALG*07/1996 - 07/2007

- Ensured the gathering, collation and analysis of relevant Petro technical and GIS data using relevant tools & techniques to provide insight into key issues and articulate relevant recommendations.
- Conducting statistical analysis as and when required and providing summaries of analysis and undertaking data chart presentations.
- Collaborating in designing and implementing a data management strategy to improve the quality of & reference data shared across the Databank.
- Implementing records retention schedules for all major categories of records and ensured disaster recovery in accordance with corporate policies and industry standards.
- Assisted staff in record archival and retrieval activities and use of the corporate records management system.
- Maintaining the data integrity and critical information sensitive during extraction, manipulation, processing, analysis and storage using Management Information System.