

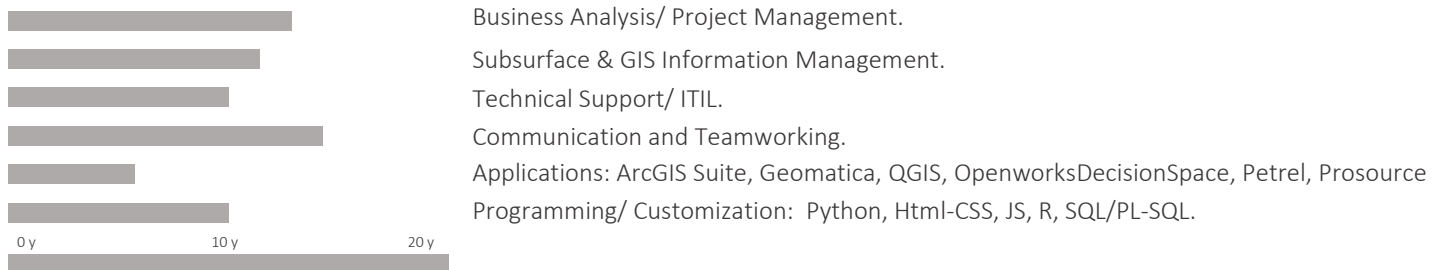
Orleans, ON K4A 4G2. (613) 366-8189 kachehboun@gmail.com

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.

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

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- 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

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- 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.