

## Heechem Ichallamene

|587-830-1408 | hichempeter@gmail.com

Calgary, CA

<https://heechem.github.io/resume/>

<https://www.linkedin.com/in/ichallamene-hichem/>

### SUMMARY OF QUALIFICATIONS

- ✦ Achieved consistent high performance, handling over **700 calls** per month and managing more than **600 cases** with a **94% Customer Satisfaction (CSAT)** score, consistently recognized as the top performer.
- ✦ Learning Front-end Development , technologie used : **React / JavaScript / CSS / HTML / Tailwind**
- ✦ Conducted refresher training for a team of 50 employees on new company software and products, resulting in a 25% reduction in escalations.
- ✦ Managing logistics for a company that ships internationally, including tracking, trans-boarding, cross docking, LCL and FCL.
- ✦ Ensured seamless supply chain compliance, eliminating delays and issues by closely monitoring all company and customer requirements.
- ✦ Multilingual skills: Fluent in Arabic and French, with proficiency in English and Greek.
- ✦ Mentored a group of new employees in CRM Salesforce and Microsoft Office.

### WORK EXPERIENCE

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

- Provided exceptional customer service by assisting EV drivers, addressing inquiries, and ensuring a positive shopping experience.
- Effectively handle B2B requests, and escalate it to the right department
- Strong problem-solving skills, demonstrated by effectively diagnosing issues and providing appropriate solutions.
- 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