

# Ilyasse Cherrati

Customer Service | Sales Operations | Administration

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Doha, Qatar | Valid Qatar QID | Available Immediately

Portfolio: ilcherrati.com



Customer-focused professional with Qatar and Morocco experience in client relations, customer service, sales support and administration. Combines organised follow-up, clear communication and accurate coordination to help teams deliver smooth service and reliable daily operations.

## Education

Graduated: 2021

### Bachelor in Business Economics

Polydisciplinary Faculty of Taroudant, Morocco



## Core Skills

- Customer Service & Client Relations
- Administrative Support & Daily Operations
- Sales Operations & Sales Support
- Sales Analysis & Reporting
- Customer Enquiries & Complaint Resolution
- Order Coordination & Payment Processing
- Invoicing, Financial Tracking & Client Follow-up
- Data Entry & Record Accuracy
- Team Coordination & Internal Communication
- Microsoft Office
- Social Media Management & Content Creation
- Website Creation & Content Updates
- Business Development Support & Improvement Ideas



## Certifications

- Data Analytics - ALX
- AI Career Essentials - ALX
- Virtual Assistant - ALX
- Digital Marketing - Google
- EF SET English Certificate - EF



## Languages

- Arabic - Native
- English - Advanced
- French - Advanced

# WORK EXPERIENCE

## ASSISTANT MANAGER

Arman Kitchens Iranian Food - Qatar

May 2026 - Present

- Manage customer orders and coordinate with kitchen staff to support organised, timely daily service.
- Handle customer enquiries and service issues professionally, helping maintain a positive customer experience.
- Process payments and follow up on outstanding balances to support accurate financial administration.
- Create social media content to strengthen the business's online presence and customer engagement.
- Support team coordination and improve daily workflows through practical operational ideas.

## SALES & OPERATIONS SUPERVISOR

New Kashmir Trading - Qatar

Dec 2025 - May 2026

- Coordinated daily sales operations and team workflow to support smooth service delivery.
- Assisted customers, handled enquiries and resolved operational issues in a professional and timely manner.
- Monitored day-to-day operational performance and service standards, supporting management follow-up.
- Maintained communication between team members to ensure tasks and customer requests were followed through.
- Supported sales activities and business operations in a fast-paced Qatar work environment.

## SALES OPERATIONS & FINANCIAL ASSISTANT

Libly - Morocco

May 2025 - Nov 2025

- Supported sales operations, client accounts and internal coordination to keep daily activities organised.
- Maintained financial tracking, data entry and operational reports with attention to accuracy.
- Organised sales information and reporting to support management review and follow-up.
- Coordinated communication between teams and helped maintain reliable records and workflows.
- Assisted with client follow-up and administrative tasks supporting commercial operations.

## SALES ASSOCIATE

Zara - Morocco

Oct 2024 - May 2025

- Delivered attentive customer service by understanding customer needs and supporting product selection.
- Supported store sales through professional customer interaction and a positive shopping experience.
- Maintained product displays and store organisation in line with visual merchandising standards.
- Assisted with customer transactions and contributed to efficient daily retail operations.
- Worked effectively as part of a team in a busy customer-facing retail environment.

## TEAM MANAGER - NATIONAL CENSUS PROJECT

High Commission for Planning (HCP) - Morocco

Jun 2024 - Oct 2024

- Managed field teams and coordinated daily operational activities to support project delivery.
- Monitored field progress and addressed operational issues to keep work organised and on schedule.
- Ensured data accuracy and quality control through careful follow-up with team members.
- Prepared progress reports and maintained clear communication with the wider project team.
- Supported efficient decision-making by providing accurate field information and updates.

## COMMERCIAL & FINANCIAL ASSISTANT

Domaine El Boura - Morocco

Oct 2021 - Oct 2023

- Supported sales operations through invoicing, customer follow-up and organised commercial records.
- Maintained financial tracking and payment monitoring to support accurate daily administration.
- Prepared and organised export documentation and operational paperwork with attention to detail.
- Updated sales and financial records, helping the business maintain reliable information for follow-up.
- Contributed practical support to client service, commercial coordination and business operations.