



ADIL ERRAJI

E-COMMERCE OPERATIONS &
CUSTOMER SUPPORT

CONTACT

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WEBSITE
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LOCATION
Tangier, Morocco

E-COMMERCE SKILLS

- Order processing & full order-lifecycle management
- Live chat & multilingual written support
- WhatsApp Business automation & funnels
- Digital storefront & catalog management
- AI & translation tools for support
- Product & marketing content creation

TOOLS

- WhatsApp Business
- Canva
- CapCut
- AI Translation
- MS Office
- macOS

LANGUAGES

- Arabic — Native
- French — Fluent
- English — Professional

PROFESSIONAL PROFILE

E-commerce Operations & Customer Support Specialist blending nearly two decades of administrative and legal-procedural rigor with modern digital-commerce skills. Expert at managing the full order lifecycle, delivering fast multilingual written support in English, French and Arabic, and building automated customer funnels via WhatsApp Business. Skilled at organizing complex processes, ensuring compliance, and creating smooth, customer-first online experiences.

PROFESSIONAL EXPERIENCE

E-commerce Operations & Customer Support Specialist

2023 – Present

Erraji Immobilier · Biomaroc

- Manage the full order lifecycle across two digital storefronts (real estate & bio products).
- Deliver real-time, multilingual customer support (EN/FR/AR) via live chat and WhatsApp.
- Build automated marketing and follow-up funnels using WhatsApp Business.
- Create product and promotional content with Canva and CapCut.

Administrative Manager — Notarial Office

2007 – 2025

Tangier, Morocco

- Supervised administrative operations and optimized internal procedures.
- Managed HR coordination and internal communication.
- Ensured legal compliance and regulatory follow-up.

Notary Assistant

2008 – 2011

Tangier, Morocco

- Drafted contracts and legal deeds; handled land and tax procedures.
- Performed legal analysis of case files.

Administrative Coordinator

2007 – 2008

Mariluz

- Client reception and management; internal/external correspondence; digital & physical archiving.

EDUCATION

Bachelor's Degree in Private Law

2003 – 2004

Cadi Ayyad University

SELECTED PROJECTS

ERRAJI IMMOBILIER — real-estate storefront · errajiimmobilier.online

BIOMAROC — bio-products e-commerce · biomaroc.online