



Donya Jallali

Luxury Client Advisor | Boutique Operations | High-End Retail

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PROFESSIONAL PROFILE

Luxury retail and boutique operations professional with 5+ years of international experience across premium retail, VIP customer relations, boutique support, inventory coordination, and client administration. Brings hands-on experience with prestigious brands including Montblanc and Dupont, with strengths in product storytelling, personalized service, stock accuracy, visual merchandising, after-sales follow-up, and discreet client communication. Currently based in Milan with experience in Italian administrative systems, multilingual customer support, and creative fashion accessory presentation through TARNINA. Well suited to high-jewellery environments where craftsmanship, aesthetic sensitivity, precision, and long-term client relationships are essential.

SELECTED STRENGTHS

- Luxury clienteling and VIP relations
- Boutique operations and back-office support
- Visual merchandising and presentation standards
- CRM, customer records and client follow-up
- Multilingual service: English, Persian, Turkish, Italian
- Product storytelling and brand heritage
- Inventory control, stock counts and transfers
- POS, payment follow-up and daily reporting
- Appointment, travel and meeting coordination
- AI-assisted content and social media presentation

PROFESSIONAL EXPERIENCE

Accounting Assistant | Accounting Data SRL | Bresso, Milan | 2024 - Present

- Support billing, tax documentation, client reporting, and administrative record management within an Italian office environment.
- Manage financial data entry, reporting tasks, database updates, and client segmentation records with high accuracy.
- Communicate with clients on administrative and financial matters, including document follow-up and payment-related information.
- Strengthened attention to detail, confidentiality, process discipline, and knowledge of Italian administrative procedures.

Sales Agent & Travel Coordinator | Holiday Travel Agency Milan | Milan, Italy | 2023 - 2024

- Managed flight and hotel bookings, travel documents, itinerary planning, appointments, and customer records.
- Supported VIP and international clients with personalized travel services, clear communication, and timely issue resolution.
- Handled phone and email inquiries professionally while coordinating internal workflow and daily office administration.
- Processed booking confirmations, payments, bank-transfer checks, invoices, and transaction records.

Operations & Supplier Coordinator | Rosha Department | Tehran, Iran | 2018 - 2020

- Coordinated supplier communication, procurement records, product logistics, and stock replenishment activities.

- Monitored inventory performance, resolved supplier-related issues, and supported seasonal product launches and campaigns.
- Prepared operational reporting and internal tracking to support smooth retail and back-office coordination.

LUXURY RETAIL EXPERIENCE

Senior Sales Associate | Montblanc | Tehran, Iran | 2016 - 2018

- Delivered personalized luxury service to local and international clients, including VIP customers.
- Built long-term client relationships through attentive follow-up, product storytelling, and after-sales service.
- Presented premium products with strong knowledge of brand heritage, materials, functionality, and client preferences.
- Supported visual merchandising and boutique presentation in line with brand standards.
- Managed POS transactions, daily sales reporting, stock control, product registration, inventory counts, and stock audits.
- Coordinated product transfers, replenishment, stockroom organization, and back-office operations.
- Completed in-house training in luxury client service, product knowledge, and brand heritage.

Sales Assistant | Dupont | Tehran, Iran | 2015 - 2016

- Promoted high-end lighters, pens, leather goods, and fragrances to discerning retail clients.
- Used active listening and refined product recommendations to identify customer preferences and support upselling.
- Assisted with VIP events, client engagement activities, boutique presentation, and customer follow-up.

ADDITIONAL TECHNICAL & QUALITY EXPERIENCE

IPQC / Quality Control Assistant | Kimiafaam Factory | Tehran, Iran | 2013 - 2015

- Conducted real-time quality inspections during production and documented deviations, corrective actions, and batch information.
- Collaborated with R&D and production teams to monitor product consistency, reduce waste, and support GMP/GLP processes.
- Maintained laboratory logs and performed basic verification using pH meters, viscometers, and turbidimeters.

EDUCATION

Master's Degree in Engineering: Technology for Strategy and Security | University of Genova | 2025

Thesis: Customer segmentation based on customer values using data-mining tools

Bachelor of Chemical Engineering | Shahr-e-Qods University of Tehran | Tehran, Iran

CREATIVE PROJECT & INTERESTS

TARNINA - Handmade Fashion Accessories: Founder/designer of a handmade bag project focused on fashion accessories, visual aesthetics, creative presentation, and social media storytelling.

Interests: Luxury branding and marketing | Handmade fashion accessories | Interior aesthetics | Wellness: yoga and mindfulness

REFERENCES

Available upon request.