



## Mila Mihova

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📞 0893 717 836

🌐 Sofia, Bulgaria

### CERTIFICATES

#### C2 German Language

Highly Competent  
University of Vienna  
Vienna, Austria

#### Business Communication in German

Highly Competent  
University of Sofia  
Sofia, Bulgaria

### LANGUAGES

English (Fluent)

Bulgarian (Native)

German (Native)

Spanish (Medium)

### SKILLS

MS Office      CRM Platforms  
Data Analysis      Teamwork  
Research      Pre-Sales  
B2B, BPO      Client Retention  
KYC      Continuous Learning  
Channel      Solution Selling  
SFDC      Enterprise Software  
Account Management  
Public Sector      G-Suite



### CAREER PROFILE

I'm a responsible, self-disciplined, motivated and dynamic person. I love being supportive and cooperative. Being honest, empathic, ethical and reliable are my personal values. Also, I consider myself as creative and would like to develop my professional skills in order to grow and give continuous value.



### EXPERIENCES

#### Sales Specialist - Cisco International Ltd.

May 2019 - Dec 2020

Sofia, Bulgaria

Leading DACH Market, growing its revenue with cross-sell and up-sell, customer retention and increasing the market share with newly generated and provisioned accounts. Qualifying new B2B leads, cold and warm calling B2B customers and partners. Acquiring new business and net new customers. Preparing contracts, adoption and onboarding of new accounts. Managing accounts of the public and private sector. Preparing presentations and mentoring colleagues. Advising and consulting customers through phone, email and teleconference meetings.

#### Verification Specialist - SumUp Ltd.

Oct 2018 - May 2019

Sofia, Bulgaria

Verifying the authenticity of personal and business documents of customers from 8 different countries, including UK, Ireland, Germany, Austria, Switzerland, Luxemburg, Netherlands and Belgium. Used KYC tools as Experian, checked extracts from each country's trade register and analyzed the credibility of the businesses. Lead B2B communications via SFDC.

#### Gaming Support Agent - Supercell

Apr 2017 - Aug 2018

Sofia, Bulgaria

Responding to players support cases within the SLA. Assist them and provide tips and troubleshooting. Coordinate with different departments and supervisors depending on the severity of the case. Technical and in-game support, email correspondence in German and English. Assistance in in-game purchases and balances of the customer accounts.

#### Customer Support Agent - Paypal

Aug 2016 - Mar 2017

Sofia, Bulgaria

Provided friendly and helpful support via phone calls whereby the main point were the customer account balances, troubleshooting related to their accounts and transactions and resolve incidents for german customers.



### EDUCATION

#### University of Sofia St. Kliment Ohridski

Jul 2018

Sofia, Bulgaria

Bachelor degree in **Business Administration** with **German**. Corporate finance, accounting, micro and macro economics, civil, financial and commercial law.

#### University of Vienna

Jul 2015

Vienna, Austria

Courses taken - Mathematical analysis, sociology, marketing, business and civil law, accounting.

#### National High School of Mathematics and Science

Jul 2010

Sofia, Bulgaria

Mathematics, Geography, Biology and Chemistry. Certificate for High School Education with average score 5.58/6.



### KEY ACHIEVEMENTS

- 300% of net-new Sales target in multiple quarters.
- Driving from pilot project to Business Development Relations with Cisco
- Award of the most praised with feedback from customers Sales Representative.