



Imen MILED

Interior Design

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Skills

Material sourcing

Client communication

Project management

AutoCAD

Space planning

MS suite

Adobe suite

Customer care



Languages

French

Native

English

Native

Arabic

Native

Greek

Intermediate

Experience

▪ Customer Service

Teleperformance Greece *Athens*

2018 - Present

- Assisted customers with inquiries, complaints, and product recommendations.
- Resolved conflicts and ensured customer satisfaction through effective communication and problem-solving skills.

▪ L2 Sales representative of technology Software

Eureka 24 *Tunisia*

2017 - 2018

- Successfully exceeded sales targets, generating an increase in revenue for technology software products.

▪ Team Lead of Sales Account Manager team and Graphic designer

Vistaprint - Cimpress *Tunisia*

2013 - 2017

- Implemented new strategies to streamline team processes, resulting in an improvement in efficiency.
- Managing sales targets , K-Pis of sales associates and correcting designs, keeping an eye on quality of design , and sales goals

▪ Customer Service

Teleperformance *Tunisia*

2012 - 2013

- Skilled in using CRM systems to document customer interactions and track problem resolution.

▪ Interior Design

Architect Cabinet *Tunisia*

2011 - 2012

- Strong proficiency in CAD software: Utilized AutoCAD and SketchUp to create detailed design plans and 3D renderings.

Education

▪ Interior design

College Lasalle *Tunisia*

2009 - 2011

▪ English Civilisation

ISLT

2008 - 2009

▪ English

IPELSHT *Tunisia*

2006 - 2008