

MUHAMMAD BABAR

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Education

FEDERAL URDU UNIVERSITY, KARACHI (3.5)

Karachi, Pakistan

BS in Environmental Sciences

Jan 2018 – Dec 2021

Professional Experience

DALDA FOODS PVT LTD

Sept 2021 –April 2023

An oil manufacturing company which makes edible cooking oil and related products

ETP PLANT OPERATOR:

- *Responsibilities:* My responsibilities include Operating and maintaining the effluent treatment plant, Sampling and analyzing wastewater, Monitoring and maintaining equipment, Maintaining records and documentation, Responding to emergencies, Adhering to safety and environmental regulations

IBEX PAKISTAN

May 2021 –Sept 2021

A global business process outsourcing (BPO) company that provides a wide range of customer engagement services to clients around the world

CUSTOMER SUPPORT EXECUTIVE (CSE):

- *Responsibilities:*
 - Responding to customer inquiries promptly and professionally via phone, email, or chat.
 - Providing technical support or assistance to customers with their orders.
 - Troubleshooting customer issues and identifying the root cause of their problems.
 - Keeping accurate records of customer interactions, inquiries, complaints, and resolutions.
 - Educating customers about the company's products and services.
 - Managing customer expectations and communicating company policies and procedures clearly and professionally.
 - Following up with customers to ensure their issues have been resolved and that they are satisfied with the company's products and services.
 - Working collaboratively with other members of the company to get customer issues resolved quickly and effectively.

Honors and Awards

AWARDS AND CERTIFICATIONS:

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| - IOSH Managing safely by Grow safe pvt ltd. | May 2022 |
| - First aid with CPR by Grow safe pvt ltd. | May 2022 |
| - Fire prevention and protection by Grow safe pvt ltd. | May 2022 |
| - ISO 450001, Occupational Health and Safety Management System. | Feb 2018 |

Additional

- *Interests:* Reading, Music, Travelling.
- *Language:* English and Urdu.