



Babar Khan

(Senior Associate, Operation Backoffice)

A-91, Sector-17, Sukhrali, Gurgaon. 122001

+91-8750161832, 9528394625

excellence624@gmail.com

A hardworking & committed professional of customer support Backoffice operation specialist with 7.5 years of experience. Actively involved in monitoring the overall process to ensure that it operates effectively in the best interests of the company. Resourceful at maintaining business relationship with clients / customers to achieve quality product and service norms by resolving their service related Critical issues. Proven track record of meeting the assigned targets to enhance productivity. Skilled team player with proven ability to lead and motivate team.

Educational Background

Mahamaya Technical University

Lucknow

Master's in Business

Administration (M.B.A) in
Marketing and H.R

2013

CCS University

Meerut

Bachelor's Degree in Computer
Application (B.C.A)

2009

Skills & Proficiencies

- Specialist in customer support
- Ability to achieve targets as per the clients requirements
- Interpersonal communication and leadership skills
- Fluent in Hindi and English Language
- Certificate of Portuguese Language

Work Experience

Senior Associate, Operation

Concentrix Pvt. Ltd, Gurgaon

April 2019 to April 2024

Monitored the performance of backline team and handled escalations. Helped customer support team (email & chat) to provide resolution to customers.

Analyst Customer Support

Clues Network Pvt. Ltd, Gurgaon

February 2015 to May 2017

Responsible for receiving, considering and responding all customer and vendor enquiries through Emails and calls if required. Moreover, taking required actions according to customers feedback.

Associate Sales Consultant

Best-E cluster Pvt. Ltd, Gurgaon

June 2014 to February 2015

Assisted customers through outbound sales calls. Helped customers in consulting the best investment insurance plan.

Assistant Teacher

Eagle Public School

July 2009 to July 2011

Teaching class from 1st to 5th.