



MUHAMMAD TAYYAB

CONTACT

- ☎ 0336 5860156
- ✉ maliktayyab5731@gmail.com
- 📍 District Attock Tehsil Jand

EDUCATION

Last semester
BBA

2020
I. COM

2017
MATRIC

SKILLS

- Adaptability
- Customer Service
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Attention to Details

LANGUAGES

- English
- Urdu
- Punjabi
- Sariki
- Hindo
- Pashto

OBJECTIVE

As a motivated and results-driven individual, I seek opportunities that challenge my limits and fuel my passion for growth. With a proactive mindset, I'm committed to transforming complex problems into actionable solutions, always aiming to make a measurable impact. I thrive in dynamic environments that foster creativity and innovation, where I can leverage my skills to drive meaningful change. My goal is to contribute with integrity, ambition, and a forward-thinking perspective.

WORK EXPERIENCE

Manager

Cake and Bakes, Lahore

- Led a team of bakers, decorators, and front-line staff to deliver high-quality baked goods and exceptional customer service.
- Oversaw inventory and supply chain, ensuring fresh ingredients were always on hand while minimizing waste.
- Established and maintained quality standards, ensuring each product met taste, presentation, and safety requirements.
- Build strong customer relationships, handled special orders, and managed feedback to ensure repeat business and high customer satisfaction.

Customer Service

Call Centre

- Provided prompt and effective support to customers, resolving inquiries and issues with a focus on satisfaction and retention.
- Addressed customer complaints calmly and professionally, achieving positive outcomes and minimizing escalations.
- Maintained thorough knowledge of products and services to provide accurate information and recommendations to customers.
- Guided customers through technical issues and troubleshooting steps, enhancing their experience and confidence in the service.
- Accurately logged interactions and feedback, aiding in data analysis for continuous improvement of customer service processes