



# MUHAMMAD JUNAID SIDDIQUE

## About Me

Exceptional customer care professional who addresses enquiries and resolves problems as they arise.



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48 Somerton Drive, Birmingham  
B23 5ST

## LANGUAGE

- English
- German (basic)

## EXPERTISE

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership

## EXPERIENCE

**Receptionist**  
**Travelodge**  
**Yardley - Birmingham**  
**2019- Current**

As a Reception team member greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.

**Assistant Manager**  
**Travelodge - Broad Street -**  
**Birmingham**  
**2016 - 2020**

Very challenging yet rewarding role as one of the busiest and complex hotel in Birmingham. I have learned a lot in customer service.

**Senior Receptionist**  
**Best Western**  
**Maypole - Birmingham**  
**2013 - 2016**

Greeted and welcomed all hotel guests with a smile and improved customer service ratings by looking after customer needs.

**Receptionist**  
**Travelodge**  
**Maypole - Birmingham**  
**2009 - 2013**

Politely assisted customers in person and on the telephone. Provided an elevated customer experience to generate a loyal clientele.

**Security Supervisor (CCTV Control room) -Queen Elizabeth Hospitals**  
**I Paye Ltd - Birmingham**  
**2006 - 2009**

Screened vendors and contractors before granting access to restricted areas on site.  
Supervised a team of 8 security personnel during a given shift.