



BEATRICE KAMUNYA

Customer Service Specialist |
Concierge & Guest Relations |
Call Center | Help Desk | CRM
Expert

📍 Dubai, UAE,
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ABOUT ME

Resourceful and detail-oriented Customer Service & Support Specialist with over 5 years of experience in hospitality, call centers, and security. Proficient in managing high-volume inquiries, resolving complaints, and improving customer satisfaction. Skilled in CRM tools such as Salesforce and Zoho. A reliable team player with strong communication, multitasking abilities, and a passion for delivering top-tier service. Seeking to contribute to a dynamic, guest-focused, and family-friendly team environment.

SKILLS

CRM software (e.g., Salesforce, Zendesk, HubSpot)

Inbound and outboard Calls

Help Desk Support

Ticketing Systems

Verbal and written Communication

Conflict Resolution

Time Management

Attention to details

Microsoft office

Multi- Tasking

LINKS

GitHub: [betty88online](#)

LANGUAGES

ENGLISH

WORK EXPERIENCE

FEDERAL SECURITY SERVICES LLC

Dubai, UAE (Jan
2025 - Present)

Help Desk/Security Support

Assigned to high-profile sites, including royal residences, upscale malls, and government buildings.

- Logged and tracked over 120+ incidents/month, maintaining 100% compliance with reporting protocols.
- Operated advanced control software, ensuring smooth functionality of access control.
- Commended for maintaining high vigilance and professional at a royal residence, resulting in zero security breaches during a 6 - month high risk period
- Controlled access for over 1,000 daily visitors and verified ID credentials.
- Conducted regular security patrols, reported hazards, and communicated proactively with management to enhance incident response and coordination.

SCHEIDT & BACHMANN

Dubai, UAE
Mar 2024 - Jan
2025

Call Center Agent

- Operated advanced control software, ensuring smooth functionality of parking system and access control.
- Coordinated with onsite team and emergency services to respond to system alarms and escalated issues.
- Monitored CCTV and security systems for real-time incident detection at major transport hubs
- Achieved SLA targets 95% of the time, consistently meeting performance standards.

BANYAN TREE RESIDENCE

Dubai, UAE Dec
2023 - Mar 2024

Concierge / Receptionist

- Handled guest inquiries, reservations, and special requests promptly and professionally.
- Welcomed and assisted high-profile residents and VIP guests with personalized service.

COURSES

SIRA
CERTIFICATION
DUBAI SECURITY
INDUSTRY
REGULATORY
AGENCY

2023 | 2026

COMPLETED
ONLINE TRAINING IN
CRM SOFTWARE
(SALESFORCE,ZEND
ESK) VIA OFFICIAL
PLATFORMS | 2025

HOSPITALITY
ETIQUETTE & GUEST
RELATIONS
KENYA UTALII
COLLEGE

2021 | 2022

FIRST AID & SAFETY
TRAINING FEDERAL
SECURITY
SERVICES LLC – IN-
HOUSE PROGRAM –
DUBAI | 2025

REFERENCE

References available
upon request

PERSONAL DETAILS

- Nationality: Kenya
- Visa status:
Employment Visa
(Valid until Dec 2025)
- Availability: 1-month
notice period Work
- Schedule: Willing to
work in shifts

VARIOUS
HOTELS –
KENYA
(FLAMINGO
RESORT &
SPA, AMONG
OTHERS)

Nairobi, Kenya
Mar 2019 - Sep
2022

- Improved guest satisfaction by assisting families with facilities and activity recommendations.
- Ensured compliance with regulations and internal security protocols. Maintaining a safe and controlled environment for residence
- Collaborated with team to resolve guest issues quickly, enhancing overall experience.

Front Desk Receptionist

- Resolved guest inquiries and complaints with a 95% satisfaction rate,as reported in guest feedback surveys.
- Coordinated with housekeeping maintenance teams to ensure timely room readiness and overall guest comfort.
- Reduced average check-in time by 20% by streamlining reservation handling procedure.

EDUCATION

KENYA UTALII
COLLEGE –
NAIROBI, KENYA

Diploma in Hospitality Management

Diploma in Hospitality Management, Kenya Utalii College (2019– 2022) – Passed with Distinction. Gained practical skills in front office, customer service, housekeeping, F&B, and hotel operations, with training in international hospitality standards.

REHOBOTH
TECHNICAL
TRAINING
INSTITUTE, KENYA

Diploma in Computer Studies

Completed Technical Training Institute, Kenya (2016–2017), graduating with Distinction. Gained strong foundational skills in computer applications, IT support, database management, andbasicprogramming

KANGUMO HIGH
SCHOOL, KENYA

KCSE – Certificate of Secondary Education

Completed secondary education with a C+ grade at Kangumo High School (2006–2010). Gained a solid foundation in English,Mathematics, Sciences, and Humanities, with strong discipline and academic consistency throughout the four years.

ACHIEVEMENTS

Consistently achieved a customer satisfaction rating of 95%+ | Resolved 50+ customer queries daily with quick turnaround | Recognized as “Employee of the Month” for outstanding service | Reduced customer wait time by 15% through efficient call handling | Trained new staff on customer interaction best practices