

BEATRICE KAMUNYA

Customer Service & Support Specialist | Call Center | Help Desk | CRM Expert

CONTACT INFORMATION

Phone: +971 55 487 8713

Email: ndutabeatrice450@gmail.com

LinkedIn: linkedin.com/in/beatrice-kamunya-9bba08256

Location: Dubai, UAE

PROFESSIONAL SUMMARY

Customer Service & Support Specialist | Call Center | Help Desk | CRM Expert with over 4 years of experience in fast-paced roles across call centers, hospitality, and security. Proven ability to handle high-volume inquiries, resolve client issues with empathy and accuracy, and maintain excellent service standards under pressure. Strong background in front desk reception, CRM systems (including Salesforce and Zoho), and team coordination. Known for excellent communication, adaptability, and attention to detail. Seeking to contribute to a dynamic customer-focused organization.

WORK EXPERIENCE

2023 – PRESENT
FEDERAL SECURITY SERVICES LLC, DUBAI, UAE
Scheidt & Bachmann client, assigned by Federal Security Services as a Control Room Operator, managing parking ticket systems, monitoring CCTV, and overseeing vehicle access.
Achievement: Maintained 100% accuracy in ticket handling and ensured smooth traffic operations with zero reported incidents.

2025 – PRESENT
BANYAN TREE RESIDENCES, JLT, JUMEIRAH LAKE TOWERS
Assigned as a Concierge/Security Officer, responsible for access control, greeting residents and guests, and providing front-desk support.
Achievement: Achieved high resident satisfaction through secure and welcoming entry operations, consistently recognized for professionalism and reliability.

2024 – 2025
ABAYA MALL, MIRDIF, DUBAI
Served as Security Receptionist, managing entry control, assisting customers with directions, and maintaining safety throughout the mall.
Achievement: Prevented unauthorized access by implementing vigilant monitoring and prompt response.

2019 – 2022
FRONT DESK RECEPTIONIST – VARIOUS HOTELS, KENYA
Worked at hotels including Flamingo Resort and Spa, providing excellent customer service by managing reservations, assisting guests, and ensuring smooth check-ins/check-outs.
Achievement: Boosted guest satisfaction through efficient reservation management.

EDUCATION

(2019 – 2022)
KENYA UTALII COLLEGE, NAIROBI, KENYA
Diploma in Hospitality Management – Passed with Distinction

(2016 – 2017)
REHOBOTH TECHNICAL TRAINING INSTITUTE, KENYA
Diploma in Computer Studies – Passed with Distinction

(2006 – 2010)
KANGUMO HIGH SCHOOL, KENYA
Kenya Certificate of Secondary Education (KCSE) – Grade: C+

SKILLS

Customer Relationship Management (CRM) | Inbound & Outbound Calls | Complaint Resolution | Help Desk Support | Call Logging & Ticketing Systems | Verbal & Written Communication | Conflict Resolution

LANGUAGES

English – Fluent (Speaking, Reading, Writing)Arabic – Beginner (Basic conversational skills)