



ABOUT ME

Results-driven and people-oriented professional with over 5 years of domain-specific experience across luxury hospitality, security, and customer service sectors in the UAE and Kenya. Proven ability to handle high-pressure environments while delivering personalized, high-end client experiences. Skilled in front desk operations, guest engagement, conflict resolution, and CRM systems. Known for maintaining professionalism, empathy, and attention to detail in fast-paced, multicultural environments.

REFERENCE

References available upon request

LANGUAGES



LINK

LinkedIn:
<https://www.linkedin.com/in/beatrice-nduta-9bba08256>

BEATRICE KAMUNYA

CUSTOMER SERVICE & HOSPITALITY
PROFESSIONAL | DOMAIN-SPECIFIC
EXPERIENCE IN LUXURY & CLIENT-FACING ROLES

Dubai, United Arab Emirates, Dubai , United Arab Emirates

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WORK EXPERIENCE

FEDERAL SECURITY SERVICES

Dubai
Dec 2023 - Present

Security Guard

Federal Security Services LLC – Dubai, UAE Over 1 year of professional security experience under Federal Security, ensuring safety, patrolling, and managing access control across various client sites. Banyan Tree Residences – Dubai (Receptionist Security) Served at the front desk under the security team; welcomed residents and guests, managed visitor logs, monitored CCTV, and handled inquiries while maintaining a secure and professional reception area. Abaya Mall – Mirdif, Dubai Assigned to a busy retail environment; ensured mall security, supported customer service, monitored entry/exit points, and reported incidents promptly. Scheidt & Bachmann – Dubai (Control Room – Parking Management) Worked in the control room managing car park access systems; monitored vehicle flow, issued parking tickets, handled intercom communication, and coordinated with technical teams for system support.

VARIOUS HOTELS IN KENYA Nakuru Jan 2018 - Aug 2020

Customer Service Representative

- Provided support to customers via phone, email, and live chat, resolving inquiries and complaints in a timely and professional manner.
- Maintained high levels of customer satisfaction by addressing concerns and offering suitable solutions.
- Documented and updated customer interactions in CRM systems, ensuring accurate and detailed records.
- Collaborated with internal teams to ensure prompt resolution of technical and product-related issues.
- Exceeded customer satisfaction ratings by 25% within 12 months by improving response times and solution accuracy.
- Responded promptly to customer inquiries via phone, email, and chat channels.

COURSES

SIRA (SECURITY INDUSTRY REGULATORY AGENCY)
Mar 2023 - Present

Customer Service Excellence Certification
Security Officer – SIRA Certified.

THE KNOWLEDGE ACADEMY
Mar 2024 - Present
SIRA (SECURITY

CRM Software Proficiency (e.g., Salesforce (Service Cloud), Zendesk Suite),Zoho CRM
Sira Certificate

INDUSTRY
REGULATORY
AGENCY)SIRA-
APPROVED
Mar 2023 - Present

EDUCATION

KENYA
UTALII
COLLEGE,
NAIROBI-
JANUARY
2017 –
DECEMBER
2019

KANGUMO HIGH
SCHOOL
Nakuru
2010

Diploma in Front Office Operations and Customer Service

- Focused on front office operations, guest relations, and professional customer care
- Practical training in hospitality environments, handling client inquiries and service recovery
- Developed communication and problem-solving skills essential for customer service roles

High School Certification

Completed Kenya Certificate of Secondary Education (KCSE), Passed with a C+ grade

SKILLS

EXCELLENT COMMUNICATION (VERBAL AND WRITTEN)

STRONG INTERPERSONAL AND TEAMWORK SKILLS

MULTITASKING AND TIME MANAGEMENT

ACTIVE LISTENING AND EMPATHY

PRODUCT KNOWLEDGE AND SERVICE EXPERTISE

PROBLEM-SOLVING AND CONFLICT RESOLUTION

PROFICIENCY IN CRM SOFTWARE (E.G., SALESFORCE, ZENDESK)

ABILITY TO HANDLE HIGH-PRESSURE SITUATION

ATTENTION TO DETAIL AND ACCURACY

HOBBIES

Problem-solving games (like puzzles and chess), public speaking or debating, volunteering, and community service.