



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 SYSTEMS (E.G., SALESFORCE, HUBSPOT, ZOH0)

INBOUND & OUTBOUND CALLS

HELP DESK SUPPORT

TICKETING SYSTEMS

VERBAL & WRITTEN COMMUNICATION
CONFLICT RESOLUTION

TIME MANAGEMENT

ATTENTION TO DETAILS

MICROSOFT OFFICE

MULTI - TASKING

LINKS

<http://bit.ly/4lpsXCn>

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. Monitored CCTV and security systems for real-time incident detection.

- 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 recognized for vigilance and proactive communication with mall management, contributing to improved coordination and incident response.
- Ensured compliance with SIRA regulations and internal security protocols.

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 teams 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 across Dubai.
- 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.

ARABIC

COURSES

SIRA CERTIFICATION
DUBAI SECURITY
INDUSTRY
REGULATORY
AGENCY

Mar 2023 - Mar 2026

CUSTOMER SERVICE
EXCELLENCE
TRAINING ONLINE
PROFESSIONAL
COURSEI
AUG 2024 -AUG 2025

HOSPITALITY ETIQUETTE
& GUEST RELATIONS
KENYA UTALII COLLEGE
JAN 2021 - NOV 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

- Recognized for enhancing guests satisfaction by proactively assisting families and children with hotel facilities, providing activity recommendations, and maintaining a safe, welcoming environment for guests of all ages.
- Ensured compliance with regulations and internal security protocols., maintaining a safe and controlled environment for residence
- Earned consistent praise from residents for professionalism and attentiveness.

Front Desk Receptionist

- Resolved guest inquiries and complaints with a 95% satisfaction rate,as reported in guest feedback surveys.
- Coordinated with housekeeping and 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

2022

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

2017

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

2010

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.

HOBBIES

TRAVEL & CULTURAL EXPLORATION | READING CUSTOMER SERVICE & SELF- DEVELOPMENT BOOKS FITNESS & WELLNESS ACTIVITIES | PUBLIC SPEAKING & COMMUNICATION VOLUNTEER WORK | LANGUAGE LEARNING (CURRENTLY IMPROVING ARABIC)