



# BEATRICE KAMUNYA

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

📍 Dubai, UAE,  
☎ +971 554878713  
✉ ndutabeatrice450@gmail  
.com

## 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

🖱 Download my resume:  
[<https://bit.ly/BeatriceCVCanva>]  
(<https://bit.ly/BeatriceCVCanva>)

## LANGUAGES

ENGLISH

## WORK EXPERIENCE

### FEDERAL SECURITY SERVICES

LLC Dubai,  
UAE Jun 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.

COURSES

SIRA CERTIFICATION  
DUBAI SECURITY  
INDUSTRY  
REGULATORY  
AGENCY

MAR 2023 - MAR 2026

CUSTOMER SERVICE  
EXCELLENCE  
TRAINING ONLINE  
PROFESSIONAL  
COURSE

AUG 2024 - AUG 2025

FIRST AID & CPR  
CERTIFICATION DUBAI  
SECURITY  
INDUSTRY  
REGULATORY  
AGENCY

MAR 2024 - MAR 2026

HOSPITALITY ETIQUETTE  
& GUEST RELATIONS  
KENYA UTALII COLLEGE

JAN 2021 - NOV 2022

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

MAR 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 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  
Nakuru,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, and basic programming

KANGUMO  
HIGH  
SCHOOL –  
KENYA  
Nakuru,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)