



BEATRICE KAMUNYA

CUSTOMER SERVICE & CONTACT CENTER PROFESSIONAL (UAE EXPERIENCE)

CONTACT

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EDUCATION

2019 - 2022
KENYA UTALII COLLEGE – NAIROBI, KENYA
• Diploma in Hospitality Management (Distinction)

2006 - 2010
KANGUMO HIGH SCHOOL, KENYA
• Grade C+

SKILLS

- Customer Service & Client Support
- Call Center Operations (Inbound & Outbound)
- Complaint Resolution & Escalation Handling
- CRM Systems (Zendesk, Salesforce, HubSpot)
- Ticketing & Case Management
- SLA & KPI Compliance
- Customer Satisfaction (CSAT)
- Email, Chat & Phone Support
- Call Quality & Service Accuracy
- Microsoft Office (Word, Excel, Outlook)

PROFILE

Customer Service and Call Center Professional with over 3 years of experience in Dubai, supporting high-volume contact center and corporate environments. Proven ability to handle 1,000+ customer interactions monthly, achieve 95%+ first-call resolution, and maintain 98% SLA compliance. Skilled in complaint resolution, escalation handling, and CRM systems including Zendesk, Salesforce, and HubSpot. Seeking a Customer Service or Call Center role in a reputable UAE organization.

WORK EXPERIENCE

Customer Service & Help Desk Support 2023 - PRESENT
Federal Fix – Dubai, UAE

- Manage customer inquiries related to services, access, and support requests.
- Resolve customer issues efficiently, achieving 95% first-call resolution.
- Support service operations across Dess English Speaking School Academy City, Abaya Mall, Banyan Tree Residences JLT, and Cara Tere Salon.

Call Center Agent 2021- 2023
Scheidt & Bachmann Middle East – Dubai, UAE

- Handled 80–120 inbound calls daily in a fast-paced call center environment.
- Achieved 95% first-call resolution and high customer satisfaction ratings.
- Consistently ranked in the Top 10% for call quality and service accuracy (2024).

ADDITIONAL INFORMATION

- Visa: Active Employment Visa
- Willing to work day/night shifts
- Availability: 30 Days' Notice
- Ranked in the Top 10% for service accuracy and call quality (2024).
- Languages: English (Fluent), Arabic (Basic)