



# BEATRICE KAMUNYA

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

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.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 software (e.g., Salesforce, Zendesk, HubSpot)

Inbound and outboard Calls

Help Desk Support

Ticketing Systems

Verbal & written Communication

Microsoft Office & Data Entry

Time Management

Attention to details

IDS (reservations, billing & guest records)

## LINKS

GitHub: [betty88online](#)

## 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.

- 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 communicated proactively with management to enhance incident response and coordination.

### 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 team 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
- 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  
(2023–2026)

Online Training in CRM  
Software  
(Salesforce, Zendesk),  
2025

First Aid & Safety  
Training – Federal  
Security Services LLC,  
Dubai, 2025

Hospitality Etiquette & Guest  
Relations – Kenya Utalii  
College, 2022

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  
2019 - 2022

- Improved guest satisfaction by assisting families with facilities and activity recommendations.
- Ensured compliance with regulations and internal security protocols. Maintaining a safe and controlled environment for residence
- Collaborated with team to resolve guest issues quickly, enhancing overall experience.

Front Desk Receptionist

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

Diploma in Hospitality Management

2019 – 2022 | Passed with Distinction

Gained practical skills in housekeeping, front office, F&B, and hotel operations.

REHOBOTH  
TECHNICAL  
TRAINING  
INSTITUTE, KENYA

Diploma in Computer Studies

2016 – 2017 | Graduated with Distinction

Skills in IT support, database management, and basic programming.

KANGUMO HIGH  
SCHOOL, KENYA

KCSE – Certificate of Secondary Education

2006 – 2010 | Grade C+

Foundation in English, Mathematics, Sciences, and Humanities.

ACHIEVEMENTS

Consistently achieved a customer satisfaction rating of 95%+ | Resolved 50+ customer queries daily with quick turnaround | Recognized as “Employee of the Month” for outstanding service | Reduced customer wait time by 15% through efficient call handling | Trained new staff on customer interaction best practices