

## BEATRICE KAMUNYA

Customer Service & Support Specialist | Call Center | Help Desk | CRM Expert

### CONTACT INFORMATION

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Location: Dubai, UAE

### PROFESSIONAL SUMMARY

Resourceful and detail-oriented Customer Service & Support Specialist with over 4 years of experience in call centers, hospitality, 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 and customer-focused team.

### KEY SKILLS

Customer Relationship Management (CRM) | Inbound & Outbound Calls  
Complaint Resolution | Help Desk Support | Call Logging & Ticketing Systems  
Verbal & Written Communication | Conflict Resolution | Time Management  
Attention to Detail | Microsoft Office | Multi-tasking | Salesforce | Zoho CRM

### WORK EXPERIENCE

#### Control Room Operator

Federal Security Services LLC – Dubai, UAE

Client: Scheidt & Bachmann

Dec 2023 – Present

- Operate and monitor parking ticket systems and vehicle access control technologies.
- Observe CCTV feeds and respond promptly to suspicious activity or technical faults.
- Collaborate with technical teams to maintain continuous system functionality.

*Achievement: Ensured 100% accuracy in ticket handling and zero service interruptions.*

### **Concierge/Security Officer**

Banyan Tree Residences, JLT – Dubai, UAE

Apr 2025 – Present

- Greet and assist residents and guests, ensuring a secure and welcoming environment.
- Manage visitor access and provide concierge-level support.
- Maintain detailed records of visitor activity and security incidents.

*Achievement: Earned consistent praise from residents for professionalism and attentiveness.*

### **Security Receptionist**

Abaya Mall – Mirdif, Dubai

Jan 2024 – Mar 2025

- Oversaw entry control and verified visitors' credentials.
- Assisted mall patrons while enforcing safety procedures.
- Conducted regular patrols and reported hazards.

*Achievement: Improved security standards through proactive vigilance.*

### **Front Desk Receptionist**

Various Hotels – Kenya (Flamingo Resort & Spa, among others)

Jan 2019 – Dec 2022

- Managed guest check-ins/check-outs and handled reservations.
- Resolved customer inquiries and coordinated with relevant departments.
- Ensured records were accurately maintained.

*Achievement: Streamlined guest services, increasing satisfaction scores.*

## **EDUCATION**

Diploma in Hospitality Management

Kenya Utalii College – Nairobi, Kenya

2019 – 2022 | Passed with Distinction

Diploma in Computer Studies

Rehoboth Technical Training Institute – Kenya

2016 – 2017 | Passed with Distinction

KCSE – Certificate of Secondary Education

Kangumo High School – Kenya

2006 – 2010 | Grade: C+

## **CERTIFICATIONS**

SIRA Certification – Dubai Security Industry Regulatory Agency  
Issued: 2023

First Aid & CPR Certification – Red Crescent UAE  
Issued: 2024 | Valid Through: 2026

Customer Service Excellence Training – Online

Professional Course  
Completed: 2022

Hospitality Etiquette & Guest Relations – Kenya Utalii College  
Completed: 2021

## **HOBBIES & INTERESTS**

Travel & Cultural Exploration | Reading Customer Service & Self-Development Books  
Fitness & Wellness Activities | Public Speaking & Communication  
Volunteer Work | Language Learning (Currently improving Arabic)

## **LANGUAGES**

English – Fluent (Speaking, Reading, Writing)  
Arabic – Beginner (Basic Conversational Skills)

## **ADDITIONAL INFORMATION**

- Open to relocation internationally (Canada, UK, Australia, etc.)