






# BEATRICE KAMUNYA

CUSTOMER SERVICE REPRESENTATIVE

 Dubai, United Arab Emirates, Dubai ,  
United Arab Emirates

 +971554878713

 ndutabeatrice450@gmail.com

## ABOUT ME

Dedicated customer service professional with over 5 years of proven success in enhancing client satisfaction and building strong relationships. Skilled in CRM systems and managing high-volume calls efficiently. Eager to bring my expertise and enthusiasm to your team, contributing to your company's growth and delivering exceptional service that drives customer loyalty.

## REFERENCE

References available upon request

## LANGUAGES

ENGLISH

ARABIC

## LINK

LinkedIn:  
<https://www.linkedin.com/in/beatrice-nduta-9bba08256>

## WORK EXPERIENCE

### FEDERAL SECURITY SERVICES

Dubai  
Dec 2023 - Present

#### Security Guard

Federal Security Services LLC – Dubai, UAE Over 1 year of professional security experience under Federal Security, ensuring safety, patrolling, and managing access control across various client sites. Banyan Tree Residences – Dubai (Receptionist Security) Served at the front desk under the security team; welcomed residents and guests, managed visitor logs, monitored CCTV, and handled inquiries while maintaining a secure and professional reception area. Abaya Mall – Mirdif, Dubai Assigned to a busy retail environment; ensured mall security, supported customer service, monitored entry/exit points, and reported incidents promptly. Scheidt & Bachmann – Dubai (Control Room – Parking Management) Worked in the control room managing car park access systems; monitored vehicle flow, issued parking tickets, handled intercom communication, and coordinated with technical teams for system support.

### VARIOUS HOTELS IN KENYA

Nakuru Jan 2018 - Aug 2020

#### Customer Service Representative

- Provided support to customers via phone, email, and live chat, resolving inquiries and complaints in a timely and professional manner.
- Maintained high levels of customer satisfaction by addressing concerns and offering suitable solutions.
- Documented and updated customer interactions in CRM systems, ensuring accurate and detailed records.
- Collaborated with internal teams to ensure prompt resolution of technical and product-related issues.
- Exceeded customer satisfaction ratings by 25% within 12 months by improving response times and solution accuracy.
- Responded promptly to customer inquiries via phone, email, and chat channels.

## COURSES

SIRA (SECURITY  
INDUSTRY  
REGULATORY AGENCY)  
Mar 2023 - Present

#### Customer Service Excellence Certification

Security Officer – SIRA Certified.

THE KNOWLEDGE  
ACADEMY  
Mar 2024 - Present  
SIRA (SECURITY

CRM Software Proficiency (e.g.,  
Salesforce (Service Cloud), Zendesk  
Suite), Zoho CRM

Sira Certificate

INDUSTRY  
REGULATORY  
AGENCY)SIRA-  
APPROVED  
Mar 2023 - Present

EDUCATION

**KENYA  
UTALII  
COLLEGE,  
NAIROBI-  
JANUARY  
2017 –  
DECEMBER  
2019**

**KANGUMO HIGH  
SCHOOL  
Nakuru  
2010**

**Diploma in Front Office Operations and Customer Service**

- Focused on front office operations, guest relations, and professional customer care
- Practical training in hospitality environments, handling client inquiries and service recovery
- Developed communication and problem-solving skills essential for customer service roles

**High School Certification**

Completed Kenya Certificate of Secondary Education (KCSE), Passed with a **C+ grade**

SKILLS

EXCELLENT COMMUNICATION (VERBAL AND WRITTEN)

STRONG INTERPERSONAL AND TEAMWORK SKILLS

MULTITASKING AND TIME MANAGEMENT

ACTIVE LISTENING AND EMPATHY

PRODUCT KNOWLEDGE AND SERVICE EXPERTISE

PROBLEM-SOLVING AND CONFLICT RESOLUTION

PROFICIENCY IN CRM SOFTWARE (E.G., SALESFORCE, ZENDESK)

ABILITY TO HANDLE HIGH-PRESSURE SITUATION

ATTENTION TO DETAIL AND ACCURACY

HOBBIES

Problem-solving games (like puzzles and chess), public speaking or debating, volunteering, and community service.