

BEATRICE KAMUNYA

CustomerService & SupportSpecialist | Call Center | Help Desk | CRM Expert

PROFESSIONAL SUMMARY

Customer Service & Support Specialist | Call Center| Help Desk | CRM Expert Customer Service & Support Specialist with over 4 years of experience in fast-paced roles across call centers, hospitality, and security. Proven ability to handle high-volume inquiries, resolve client issues with empathy and accuracy, and maintain excellent service standards under pressure. Strong background in front desk reception, CRM systems (including Salesforce and Zoho), and team coordination. Known for excellent communication, adaptability, and attention to detail. Seeking to contribute to a dynamic customer-focused organization.

WORK EXPERIENCE

2023 - PRESENT **FEDERAL SECURITY SERVICES LLC, DUBAI, UAE**

Scheidt & Bachmann client,assigned by Federal Security Services as a Control Room Operator, managing parking ticket systems, monitoring CCTV, and overseeing vehicle access.

Achievement: Maintained 100% accuracy in ticket handling and ensured smooth traffic operations with zero reported incidents.

2025- PRESENT **BANYAN TREE RESIDENCES , JLT, JUMEIRAH LAKE TOWERS**

Assigned as a Concierge/Security responsible for access control, greeting residents and guests, and providing front-desk support.

Achievement: Achieved high resident satisfaction through secure and welcoming entry operations, consistently recognized for professionalism and reliability.

2024-2025 **ABAYA MALL, MIRDIF,DUBAI**

Served as Security Receptionist, managing entry control, assisting customers with directions, and maintaining safety throughout the mall.

Achievement: Prevented unauthorized access by implementing vigilant monitoring and prompt response.

2019-2022 **FRONT DESK RECEPTIONIST VARIOUS HOTELS, KENYA**

Worked as a Front Desk Receptionist at various hotels in Kenya, including Flamingo Resort and Spa, providing excellent customer service by managing reservations, assisting guests, and ensuring smooth check-ins/check-outs. Skilled in handling inquiries, resolving complaints, coordinating departments, and maintaining records.

Achievement: Boosted guestsatisfaction through efficient reservation Management.

CONTACT INFORMATION

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Location: Dubai, UAE

EDUCATION

(2019 - 2022) KENYA UTALII

COLLEGE, NAIROBI, KENYA

Diploma in Hospitality Management – Passed with Distinction

(2016 - 2017)

REHOBOTH TECHNICAL TRAINING INSTITUTE, KENYA

Diploma in Computer Studies – Passed with Distinction

(2006- 2010)

KANGUMO HIGH SCHOOL, KENYA

Kenya Certificate of Secondary Education (KCSE) – Grade: C+

SKILLS

Customer Relationship Management (CRM) | Inbound & Outbound Calls | Complaint Resolution | Help Desk Support | Call Logging & Ticketing Systems | Verbal & Written Communication | Conflict Resolution

LANGUAGES

English – Fluent (Speaking, Reading, Writing)

Arabic – Beginner (Basic conversational skills)