






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 Certificatio

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.