

BEATRICE KAMUNYA

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

CONTACT INFORMATION

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LinkedIn: [linkedin.com/in/beatrice-kamunya-9bba08256](https://www.linkedin.com/in/beatrice-kamunya-9bba08256) 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

Federal Security Services LLC — Dubai, UAE (2025– Present)

Assigned to high-profile sites, including royal residences, upscale malls, and government buildings.

- Monitored CCTV and security systems for real-time incident detection at major transport hubs across Dubai
- Coordinated with onsite teams and emergency services to respond to system alarms and escalated issues
- Logged and tracked over 120+ incidents/month, maintaining 100% compliance with reporting protocols
- Operated advanced control software, ensuring smooth functionality of parking systems and access control
- Communicated with clients and technical teams to resolve service interruptions and reduce downtimes

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

Call center Agent: Scheidt & Bachmann Middle East (2024 – 2025)

- Controlled access for over 1,000 daily visitors and verified ID credentials
- Conducted regular security patrols, reported hazards, and assisted in emergency drill
- Supported incident reporting, resulting in a 25% reduction in unresolved issue

Achievement: Recognized for vigilance and proactive communication with mall management, contributing to improved coordination and incident response.

Concierge / Receptionist - Banyan Tree Residences, JLT – Dubai, UAE (2023 - 2024)

- Monitored CCTV and building security systems to detect suspicious activity and ensure 24/7 safety coverage
- Responded promptly to tenant concerns and emergency calls, delivering immediate support and ensuring proper escalation to supervisor
- Ensured compliance with regulations and internal security protocols, maintaining a safe and controlled residential environment

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

Front Desk Receptionist - Various Hotels – Kenya (Flamingo Resort & Spa, among others) Jan 2019 – Dec 2022

- Handled check-ins and check-outs for over 50 guests daily, efficiently managing bookings and room assignments
- Resolved guest inquiries and complaints with a 95% satisfaction rate, as reported in guest feedback surveys
- Coordinated with housekeeping and maintenance teams to ensure timely room readiness and overall guest comfort

Achievement: Reduced average check-in time by 20% by streamlining reservation handling procedure

EDUCATION

Diploma in Hospitality Management

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.)
- Nationality: Kenyan
- Visa Status: Employment Visa (Valid until Dec 2025)
- Availability: 1-month notice period
- Work Schedule: Willing to work in shifts