

BEATRICE KAMUNYA

CUSTOMER SERVICE &
SUPPORT SPECIALIST | CALL
CENTER | CRM EXPERT

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Location: Dubai, UAE



PROFILE SUMMARY

Customer Service & Support Specialist with 5+ years' experience in hospitality and call centers across Kenya and the UAE. Skilled in handling high-volume inquiries, resolving complaints, and delivering excellent service. Proficient in CRM tools (Salesforce, Zendesk, HubSpot) and Opera PMS. Recognized for achieving customer satisfaction ratings above 95% and providing personalized support to VIP clients.

EDUCATION

**Diploma in Hospitality
Management, Graduated with
Distinction**

*Kenya Utalii College Nairobi, Kenya
2019 - 2022*

SKILLS

- Customer Support & Call Handling (Inbound & Outbound)
- Ticketing & Help Desk Systems
- Verbal & Written Communication
- Guest Relations & Client Retention
- CRM Software: Salesforce, Zendesk, HubSpot
- Complaint & Escalation Handling
- Attention to Detail & Data Accuracy

LANGUAGES

- Arabic - Beginner (reading, writing, and basic conversation)
- English (Fluent)

REFERENCE

Available upon request

WORK EXPERIENCES

Customer Service & Help Desk Support

Federal Fix - Dubai, UAE | Jan 2025 – Present

- Provided timely support to 1,000+ daily clients, ensuring inquiries and service requests were resolved efficiently.
- Logged and tracked over 120+ incidents/month, maintaining 100% compliance with reporting protocols.
- Delivered professional client interactions that enhanced guest trust and loyalty.

Call Center Agent

Scheidt & Bachmann – Dubai, UAE | Mar 2024 – Jan 2025

- Operated advanced control software ensuring smooth functionality of parking and access systems.
- Handled 80+ customer inquiries daily with a 95% first-call resolution rate.
- Achieved SLA targets consistently (95% of the time), reducing downtime and improving customer satisfaction.

Front Desk Receptionist / Guest Relations

Various Hotels – Kenya (Flamingo Resort & Spa, Among Others) | Jan 2019 - Nov 2022

- Handled guest check-ins, reservations, and service requests with 95% satisfaction rating.
- Assisted VIP clients with concierge services, ensuring personalized experiences.
- Resolved guest complaints promptly, reducing escalation cases by 20%.
- Collaborated with housekeeping and maintenance teams to maintain guest comfort.