

Prince Chakusa

Customer Experience & Operations Leader

CONTACT

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PROFESSIONAL SUMMARY

Dedicated customer service and hospitality professional with over five years of experience working in diverse environments across the United Arab Emirates and South Africa. I have successfully managed teams, improved daily operations, and introduced service solutions that helped businesses grow. My strength lies in understanding people, solving problems quickly, and making sure every guest or client feels valued. I work well with different cultures and believe in providing service that is both personal and professional.

PROFESSIONAL EXPERIENCE

Team Leader – Property Operations | Promoted - May - Present
Stonetree Holding, Dubai, UAE

- Lead day to day operations across 350+ serviced apartments in Cleaning, Maintenance, and Concierge Coordination.
- Supervise and schedule teams; ensure guest-readiness standards are consistently met.
- Resolve team challenges and customer escalations swiftly and professionally.
- Implement Standard Operating Procedures (SOPs) and digital tools to enhance reporting and accountability.
- Collaborate with Operations Managers on KPIs and process improvement strategies.

Customer Care Specialist | Nov 2024 - May 2025
Stonetree Holding, Dubai, UAE

- Managed 350+ units, ensuring seamless coordination between maintenance and cleaning teams.
- Spearheaded the rollout of a digital maintenance tracking system across all units.
- Resolved 95% of guest complaints on first contact via CRM tools.
- Trained new concierge hires and maintained daily service quality audits.
- Processed 300+ service tickets monthly with high accuracy and urgency

Guest Relations Officer | Jan 2023 – Nov 2024
Stonetree Holding, Dubai, UAE

- Managed check-ins and check-outs for 50+ guests weekly, improving review ratings by 25%.
- Launched a Cadillac tenant transportation service that generated new revenue streams.
- Integrated digital concierge tools that reduced front desk workload by 40%.
- Conducted service audits based on guest surveys to guide operational enhancements.
- Mentored new team members and helped reduce onboarding time by 20%.

EDUCATION

University of the People | Inprogress
Associate of Science in Computer Science

Lyceum College South Africa
Diploma in Business Management

KEY SKILLS

Soft skills

- **Rapid Problem Solving** – Consistently achieve high first-contact resolution on service issues.
- **Time Management** – Efficient at managing schedules and task load across multiple departments.
- **Team Leadership** – Successfully onboard and mentor cross-cultural team members.
- **Communication** – Strong verbal/written skills for guest and internal communications.
- **Multicultural Adaptability** – Experience across UAE and South African markets.

Technical Skills

- **CRM Systems** – Bitrix24, Slack (advanced usage for service tracking and team coordination).
- **Microsoft Power BI** – Created entry-level dashboards for team KPIs and service metrics.
- **Property Management Systems (PMS)** – Unit readiness, check-in, maintenance follow-up.
- **Microsoft Office Suite** – Excel (task tracking), Word (reporting), Outlook (scheduling).
- **Digital Reporting Tools** – Custom-built cleaning/maintenance trackers.
- **Messaging Platforms** – WhatsApp, Hostaway (for internal coordination and guest communication).

PROJECTS

Daniels Holiday Homes

 Project launched by Prince at Daniels Holiday Homes

Cadillac Tenant Transportation Service

- Created and managed a premium transportation service to improve tenant comfort and satisfaction.
- Boosted tenant loyalty and generated a new stream of revenue.

Stonetree Holding

Project launched by Prince at Stonetree Holding

Digital Cleaning & Maintenance Tracking System

- Developed and implemented a digital tracking system across 350+ apartments.
- Streamlined operations, reduced guest wait times, and increased accountability.