



Prince Nyasha Chakusa

📍 Al Furjan, Dubai | 📞 +971 58 185 2582 | ✉️ chakusaprince@gmail.com
🔗 linkedin.com/in/princechakusa | 🌐 https://princechakusa.github.io/
👛 Nationality: Zimbabwean | Status: Willing to Relocate | Languages: English,

PROFESSIONAL TITLE

CUSTOMER EXPERIENCE & OPERATIONS LEADER
HOSPITALITY PROFESSIONAL | TEAM BUILDER | PROCESS INNOVATOR.

PROFESSIONAL PROFILE

Hospitality and operations professional with 5+ years of success in luxury real estate, short-term rentals, and tourism. Skilled in leading high-performing teams, driving service excellence, and streamlining daily operations. Known for introducing service innovations that elevate guest experiences and support business growth. Committed to aligning operational practices with organizational goals while ensuring high standards of quality, efficiency, and customer satisfaction. Currently based in Dubai and open to new opportunities in dynamic and fast-paced environments

KEY STRENGTHS

- Team Leadership & Mentorship
- Luxury Guest Experience Design
- Cross-functional Operations Management
- Technology & CRM Integration
- SOP Development & Quality Audits
- Multicultural & Multilingual Communication

TECHNICAL SKILLS

- CRM & Property Software: Bitrix24, Hostaway
- MS Office Suite (Advanced Excel, PowerPoint)
- Power BI for Reports & Dashboards
- Digital Guest Services & Online Booking Systems

PROFESSIONAL EXPERIENCE

Stonetree Holding, Dubai, UAE

Team Leader – Property Operations | Promoted - 2025 May - Present

- Recently promoted to lead the operations of 350+ short-term rental units.
- Responsible for managing and supporting the Cleaning, Maintenance, and Concierge Coordinator departments.
- Setting clear operational priorities and ensuring all units are guest-ready before check-in.
- Spearheading structured cleaning schedules and maintenance follow-ups to uphold service quality.
- Assisting in onboarding and mentoring new team members to ensure seamless integration.

- Handled VIP guest requests, special arrangements, and escalated concerns with a 95% satisfaction resolution rate.
- Trained and supervised concierge and front-facing staff, improving service consistency and guest communication.
- Coordinated closely with front office, housekeeping, and vendors to deliver a smooth, five-star guest experience.
- Starting to develop data-driven methods for tracking performance and enhancing guest experience.
- Embracing conflict resolution and proactive communication to foster a positive team culture.
- Ensure full DTCM compliance by managing property listings, permits, and regulatory documentation, keeping all records accurate and up to date.

Stonetree Holding, Dubai, UAE

Customer Care Specialist | Nov 2024 - 2025 May

- 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

Daniels Holiday Homes, Dubai, UAE

Guest Relations Officer | Jan 2023 – Nov 2024

- 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%.

Le Morgan Group – South Africa

Marketing Manager Specialist | 2020 - 2021

- Developed and executed innovative digital marketing campaigns to elevate brand presence and drive customer engagement.
- Collaborated with cross-functional teams to analyze data-driven insights and optimize marketing strategies for maximum impact.
- Develop comprehensive marketing strategies to enhance brand visibility and drive customer engagement.
- Coordinate cross-functional teams to execute marketing initiatives and ensure alignment with organizational goals.
- Analyze market trends and customer data to identify opportunities and optimize campaign effectiveness

TFG (The Foschini Group) – South Africa

Sales Representative | 2018 – 2019

- Exceeded sales targets by 20% through strategic prospecting, negotiation, and deal closure techniques.
 - Built and maintained strong client relationships resulting in a 30% increase in repeat business.
 - Implemented tailored solutions to meet client needs, driving revenue growth and mutual success.
 - Manage and maintain relationships with existing customers, providing exceptional service and support to ensure long-term satisfaction and repeat business.
 - Identify and prospect new sales opportunities through research and networking to expand the customer base.
 - Present and demonstrate product features and benefits to potential clients, addressing their needs and closing sales.
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KEY ACHIEVEMENTS

- Digital Transformation: Led rollout of property management software at Stonetree Holding.
 - Guest Satisfaction: Achieved top-rated reviews and 95%+ VIP issue resolution.
 - Leadership Development: Created internal SOP and training guides for new hires.
 - Process Innovation: Designed and implemented digital guest complaint and maintenance systems.
 - Quality Excellence: Delivered 100% compliance on recent operational audits
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EDUCATION

- **University of the People** – Associate in Computer Science (In Progress)
- **Lyceum College, South Africa** – Diploma in Business Management

Certifications

- CompTIA A+ Core 1 (220-1201) Full Course & Practice Exam

Drivers Licence

- Issued - Dubai
 - EXP- 2029
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REFERENCE - AVAILABLE ON REQUEST