



PRINCE CHAKUSA

IT Support and Systems Specialist | CompTIA A+ Certified | CISA Candidate (IT Audit and Controls)

Abu Dhabi, UAE | Open to relocation and remote | UAE driving licence

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PROFESSIONAL SUMMARY

IT-minded operations professional with an **Associate of Science in Computer Science**, **CompTIA A+** certification and the **CISA** (Certified Information Systems Auditor) in progress with ISACA. More than three years of supporting users and running business systems in fast-paced UAE operations: property management systems, booking platforms, CRM and workflow tools for teams of up to **12** across **350+ units**. Designed, built and launched **PaMarket**, a live marketplace app on the web, the App Store and Google Play. Strong in troubleshooting, documentation, SOPs, SLAs, audits and controls, with a calm, service-first approach to every user. Seeking IT support, service desk, systems administration and junior IT audit or GRC roles in the UAE, the GCC or remote.

KEY ACHIEVEMENTS

- Designed, built and launched **PaMarket** (pamarketzw.com), a marketplace and jobs platform live on the web, iOS and Android, with business verification and fraud screening.
- Built and deployed a personal portfolio site (Next.js, TypeScript, Three.js), and configured its custom domain, DNS, HTTPS and email authentication (SPF, DKIM) on Cloudflare.
- Ran the core business systems (Hostaway PMS, Airbnb, Booking.com) for **350+ units**, auditing listing data and nightly rates for accuracy.
- Standardised procedures and controls across all units, cutting annual operating costs by **15%**.
- Integrated digital concierge tools at the front desk, reducing front desk workload by **40%**.
- Built SLA and SOP compliance tracking, and kept records complete, confidential and audit-ready.

TECHNICAL SKILLS

IT support: Hardware, software and operating system troubleshooting, Windows, networking fundamentals, printers and peripherals, user account setup, onboarding users onto business systems, handling requests to SLAs

IT audit and controls (CISA in progress): Process and data audits, access and record confidentiality, SOP and control design, compliance tracking, audit-ready documentation, risk escalation

Development: JavaScript, TypeScript, React, React Native, Expo, Next.js, Supabase, PostgreSQL, Git and GitHub, HTML and CSS, Python scripting

Web and cloud: Cloudflare (DNS, Email Routing, Web Analytics), GitHub Actions and Pages, custom domains, HTTPS, SPF and DKIM

Business systems: Hostaway, Opera PMS, Airbnb, Booking.com, Bitrix24 (CRM), Asana, Notion, Slack, WhatsApp Business, Microsoft 365, Google Workspace

Professional: Clear communication with non-technical users, team leadership and training, documentation, problem solving under pressure

PROJECTS

PaMarket (pamarketzw.com, App Store, Google Play): Designed and built an online marketplace and jobs board for Zimbabwe, including the mobile apps, website and backend (React Native, Expo, TypeScript, Supabase, PostgreSQL), with business verification, fraud screening and a live USD and ZiG exchange rate.

FixHub: A maintenance ticketing tool for property managers to log, assign and track every job until it is fixed.

princechakusa.com: Interactive 3D portfolio built with Next.js, TypeScript and Three.js, deployed through GitHub Actions, with Cloudflare DNS and email routing.

CERTIFICATIONS

CISA (Certified Information Systems Auditor), ISACA | In progress

CompTIA A+ Core 1, CompTIA | Certified

AML-CFT Certificate, Emirates Institute of Finance, Abu Dhabi | In progress

EDUCATION

Associate of Science in Computer Science, University of the People | Completed 2026

Bachelor of Science in Computer Science, University of the People | In progress (continues the Associate degree)

Diploma in Business Management, Lyceum College, South Africa | Completed

PROFESSIONAL EXPERIENCE

Guest Relations Supervisor

The Authors Holiday Homes | Abu Dhabi, UAE | May 2026 to Present

- Improved the company's operating systems and team workflows, so service standards hold on every shift.
- Own escalated issues until they are resolved, and coach the team to solve problems at first contact.
- Supervise the guest relations team and its daily use of the booking and communication systems.

Guest Experience Lead

Luxury Homevy Vacation Homes | Dubai, UAE | Jan 2026 to May 2026

- Built SLA and SOP compliance tracking to monitor response and resolution times across a **40-property** portfolio.
- Managed guest communication through Hostaway and WhatsApp with a team of 5.
- Analysed **200+ guest reviews** to find recurring faults and turned them into fixes for the operations team.
- Verified identity documents against booking records and kept identity data confidential.

Team Leader, Property Operations (promoted from Customer Care Agent)

Stonetree Vacation Homes | Dubai, UAE | Nov 2024 to Dec 2025 (Team Leader from May 2025)

- Audited listing data and nightly rates across Hostaway, Airbnb and Booking.com for **350+ units**, correcting errors in prices, availability and details.
- Standardised operating procedures across all units, cutting annual operating costs by **15%**.
- Led a team of **12** and trained them on SOPs and the systems they used every day.
- Tracked DTCM permits and guest registrations, keeping records accurate and audit-ready.
- Reported occupancy, pricing and performance data to property owners and management.

Guest Relations Officer

Daniels Holiday Homes | Dubai, UAE | Jan 2023 to Oct 2024

- Integrated digital concierge tools, reducing front desk workload by **40%**.
- Implemented a CSAT and NPS feedback system, improving guest satisfaction by **20%**.
- Redesigned the check-in and check-out process, raising the average guest review score by **25%**.
- Mentored new staff, reducing onboarding time by **20%**.