



PRINCE CHAKUSA

Entry-Level KYC Analyst | Hospitality and Property Operations Leader | Identity Verification and Compliance

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

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PROFESSIONAL SUMMARY

Operations professional moving into KYC and AML compliance, with more than three years in regulated UAE holiday home operations. Verified guest passports and Emirates IDs against booking details, escalated suspicious bookings, kept identity records confidential, and kept **350+ units** compliant with Dubai's DTCM rules, including guest registration and permit tracking. Currently a Guest Relations Supervisor in Abu Dhabi and studying for an AML-CFT certificate. Detail-focused, calm under pressure and used to working to SOPs and SLAs. Open to entry-level KYC and AML analyst roles in the UAE, the GCC and internationally, including remote.

KEY ACHIEVEMENTS

- Verified guest identity documents (passports and Emirates IDs) against booking details before check-in for a **40-property** portfolio.
- Identified and escalated red flags: name mismatches, third-party payments and unclear guest details.
- Kept **350+ units** compliant with Dubai's DTCM holiday home rules, with every guest registered before check-in and every permit renewal tracked.
- Maintained complete, accurate and confidential records, ready for audit.
- Directed day-to-day operations for **350+ units** and led a team of **12**; standardised procedures cut annual operating costs by **15%**.
- Raised the average guest review score by **25%** by redesigning the check-in and check-out process.

PROFESSIONAL EXPERIENCE

Guest Relations Supervisor

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

- Supervise the guest relations team, ensuring every guest is looked after from arrival to departure.
- Own every escalated guest issue until it is resolved, and coach the team to solve problems at first contact.
- Improved the company's operating systems and team management, so service standards hold on every shift.

Guest Experience Lead

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

- Verified guest passports and Emirates IDs against booking details before check-in (KYC), and escalated suspicious bookings.
- Kept guest identity records complete, accurate and confidential.
- Led guest experience operations for a **40-property** short-term rental portfolio on Airbnb and Booking.com, with a team of 5.
- Managed guest communication through Hostaway and WhatsApp, maintaining daily SLA and SOP compliance.
- Built SLA and SOP compliance tracking to monitor response and resolution times across the portfolio.
- Analysed **200+ guest reviews** to identify recurring issues and turned them into fixes for the operations team.

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

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

- Kept the portfolio compliant with Dubai's DTCM holiday home rules, tracking every permit renewal and keeping records audit-ready.
- Ensured every guest was registered with DTCM before check-in, and followed up on missing or incorrect documents.
- Directed day-to-day operations for **350+ short-term rental units**, ensuring guest satisfaction and operational efficiency.
- Led a cross-functional team of **12** across concierge, maintenance and housekeeping.
- Standardised operating procedures across all units, cutting annual operating costs by **15%**.
- Audited listings and nightly rates on Airbnb, Booking.com and Hostaway, keeping prices, availability and listing details accurate.
- Reported occupancy, pricing and performance to property owners and management.
- Managed vendor contracts and service level agreements, and ran property inspections and service recovery.

Guest Relations Officer

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

- Delivered guest check-in and front desk support, looking after guests throughout their stay.
- Redesigned the check-in and check-out process, raising the average guest review score by **25%**.
- Implemented a CSAT and NPS feedback system, improving guest satisfaction by **20%**.
- Integrated digital concierge tools, reducing front desk workload by **40%**.
- Conducted service audits based on guest surveys, and mentored new staff, reducing onboarding time by **20%**.

SKILLS

Compliance and KYC: KYC and identity verification, document verification, red-flag identification and escalation, regulatory compliance (DTCM), permit tracking, record keeping and confidentiality, audit-ready documentation, SOP and SLA adherence

Operations: Property operations, short-term rental operations, team leadership and coaching, SOPs, vendor management and SLAs, listing and rate audits, owner reporting, inspections

Guest experience: Guest relations, check-in and guest support, complaint resolution and service recovery, CSAT and NPS, review analysis

Systems: Hostaway (PMS), Airbnb, Booking.com, Bitrix24, Asana, Notion, Slack, WhatsApp Business, Microsoft 365

Technology: Software development (built PaMarket, a live marketplace with business verification and fraud screening: pamarketzw.com), JavaScript, TypeScript, React Native, Supabase and PostgreSQL, IT support

CERTIFICATIONS

AML-CFT Certificate, Emirates Institute of Finance, Abu Dhabi | In progress: customer due diligence, suspicious activity, record keeping and reporting

CompTIA A+ Core 1, CompTIA | Certified

EDUCATION

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

Bachelor of Business Administration, University of the People | In progress

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