

# AMELIA MOORE

## Senior Blackjack Dealer

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### PROFESSIONAL SUMMARY

Accomplished Senior Blackjack Dealer with 7 years of expertise in dynamic casino environments. Proficient in overseeing high-stakes gameplay, ensuring compliance with gaming regulations, and delivering exceptional customer experiences. Adept at fostering an engaging atmosphere while efficiently resolving disputes and executing accurate financial transactions.

### WORK EXPERIENCE

#### Senior Blackjack Dealer

Quantum Solutions LLC

📅 Mar / 2020-Ongoing

📍 Phoenix, AZ

1. Deliver exceptional service to patrons, ensuring a welcoming and enjoyable gaming experience.
2. Oversee card dealing and gameplay, adhering to all house rules and state regulations.
3. Accurately shuffle, count, and deal cards, maintaining game integrity and flow.
4. Manage cash transactions, including payouts and tips, ensuring precise financial handling.
5. Inspect gaming equipment and cards for functionality and compliance.
6. Effectively address and resolve customer inquiries and disputes with professionalism.
7. Assist in training new dealers, promoting best practices and service excellence.

#### Blackjack Dealer

Crescent Moon Design

📅 Mar / 2018-Mar / 2020

📍 Portland, OR

1. Execute cash handling procedures, including opening and closing tables with accuracy.
2. Respond to customer complaints, providing solutions or escalating when necessary.
3. Maintain a comprehensive knowledge of all table games and casino promotions.
4. Utilize customer service training to enhance player interactions at the table.
5. Ensure winnings are paid accurately and promptly in accordance with game rules.
6. Conduct regular inspections of cards and gaming equipment to ensure operational integrity.

### EDUCATION

#### Associate of Arts in Hospitality Management

Community College of Las Vegas

📅 Mar / 2016-Mar / 2018

📍 Phoenix, AZ

Focused on customer service and operational management in hospitality settings.

### SKILLS

Adaptability



Sales Skills



Stress Management



Cultural Awareness



### ACHIEVEMENTS

- 🌟 Increased customer satisfaction ratings by 20% through exceptional service and engagement.
- 🌟 Successfully managed high-stakes games with minimal disputes, maintaining a 95% compliance rate.
- 🌟 Trained and mentored junior dealers, improving team performance and service delivery.