



SOPHIA BROWN

Casino Dealer

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PROFESSIONAL SUMMARY

With a decade of experience as a Casino Dealer, I excel in delivering exceptional gaming experiences in high-pressure environments. My expertise lies in game management, customer engagement, and compliance with regulations. I am dedicated to creating a secure and enjoyable atmosphere for patrons while ensuring fair play and accurate cash handling.

WORK EXPERIENCE

Casino Dealer/Co-ordinator Jan / 2019-Ongoing
Quantum Solutions LLC Phoenix, AZ

- 1. Deal cards and manage game operations for various casino games including blackjack and poker.
- 2. Accurately handled cash transactions and payouts, maintaining meticulous records.
- 3. Provided exceptional customer service, building rapport with patrons to enhance their gaming experience.
- 4. Monitored gaming tables for security and compliance, addressing any irregularities promptly.
- 5. Trained new dealers on game rules and customer service protocols, promoting a cohesive team environment.
- 6. Conducted regular game checks to ensure fair play and adherence to house rules.
- 7. Collaborated with floor managers to resolve disputes and ensure a smooth gaming operation.

Casino Dealer Jan / 2015-Jan / 2019
Summit Peak Industries Denver, CO

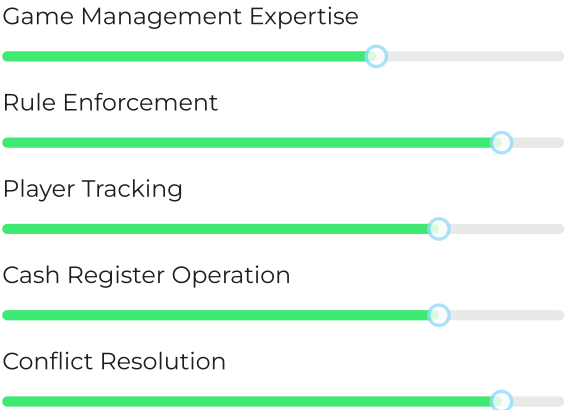
- 1. Initiated and controlled various casino games, announcing winning numbers and managing game flow.
- 2. Engaged with guests to provide a welcoming atmosphere, encouraging repeat visits.
- 3. Verified and recorded cash wagers while ensuring compliance with internal controls.
- 4. Assisted in promotional events to enhance guest participation and enjoyment.
- 5. Utilized conflict resolution skills to address customer concerns effectively.

EDUCATION

Associate Degree in Casino Management Jan / 2012-Jan / 2015
Gaming Institute of America Phoenix, AZ

Focused on gaming operations, customer service, and compliance in casino environments.

SKILLS



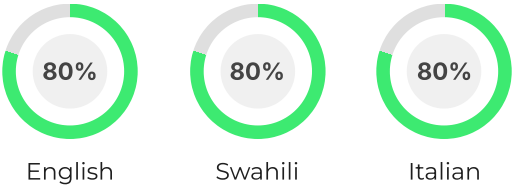
INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

LANGUAGES



ACHIEVEMENTS

- Increased player satisfaction scores by 25% through enhanced customer service.
- Achieved a 99% accuracy rate in cash handling and payouts over 10 years.