

## Slot Supervisor

 [www.qwikresume.com](http://www.qwikresume.com)



Dynamic Slot Supervisor with two years of experience in casino operations, dedicated to enhancing player satisfaction and team performance. Skilled in monitoring compliance with gaming regulations, training staff, and resolving customer issues efficiently. Committed to maintaining a safe and enjoyable gaming environment while driving operational excellence.

## Slot Supervisor

## Seaside Innovations

📌 Santa Monica, CA

1. Engaged with customers to ensure a positive gaming experience and address inquiries promptly.
2. Monitored compliance with gaming regulations and internal policies to maintain operational integrity.
3. Reported any irregularities to management or security personnel for immediate action.
4. Enforced safety protocols and reported hazards to ensure a secure environment for patrons and staff.
5. Collaborated with other departments to resolve security and customer service issues effectively.
6. Addressed and resolved customer complaints, providing clarity on house rules and gaming procedures.
7. Assisted in training new staff members on operational standards and customer service excellence.

## Slot Supervisor

## Silver Lake Enterprises

📌 Seattle, WA

1. Delivered exceptional guest services while managing slot floor operations and scheduling staff breaks.
2. Ensured optimal functionality of slot machines through regular maintenance checks and troubleshooting.
3. Handled cash payouts efficiently, maintaining accuracy and accountability in financial transactions.
4. Communicated house rules, game regulations, and betting limits to patrons for transparency.
5. Verified and authorized hand-paid jackpots, ensuring compliance with operational standards.
6. Resolved guest complaints swiftly, demonstrating empathy and effective problem-solving skills.

## Associate of Applied Science in Gaming Management

Gaming Institute of Technology

📌 Portland, OR

Focused on casino operations, gaming regulations, and customer service excellence.

## Customer Service Excellence

## Attention To Detail

## Team Leadership

## Slot Machine Knowledge



- Increased customer satisfaction ratings by 15% through effective team training and service enhancements.

- 🌟 Successfully resolved over 100 customer complaints monthly, ensuring compliance with gaming policies.
- 🌟 Streamlined cash handling processes, reducing payout time by 20% and enhancing operational efficiency.