



# ETHAN MARTINEZ

Table Games Supervisor

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www.qwikresume.com

## SKILLS

Customer Service Management



Quality Assurance



Persuasion Skills



Networking Skills



Creativity



Strategic Planning



## INTERESTS

Dancing

Music

Architecture

Public Speaking

## STRENGTHS

Detail-oriented

Sensitivity

Flexibility

Gratitude

## LANGUAGES



English



Swahili



Spanish

## ACHIEVEMENTS

Increased player satisfaction scores by 20% through improved service protocols.

Successfully implemented training programs that reduced dealer errors by 30%.

## PROFESSIONAL SUMMARY

Experienced Table Games Supervisor with 7 years of expertise in overseeing gaming operations and ensuring compliance with regulatory standards. Proven ability to enhance player experiences, manage diverse teams, and resolve conflicts efficiently. Committed to fostering a secure and engaging gaming environment while driving operational excellence and delivering outstanding customer service.

## WORK EXPERIENCE

Table Games Supervisor

Mar / 2021-Ongoing

Maple Leaf Consulting

Toronto, ON

- Supervised table games operations, ensuring compliance with gaming regulations and internal policies.
- Monitored dealer performance and provided coaching to enhance service quality and efficiency.
- Managed cash transactions and inventory counts, safeguarding casino assets.
- Facilitated the issuance of chips and cards, maintaining accurate records.
- Conducted regular training sessions for staff to improve operational standards.
- Addressed player concerns and resolved conflicts, fostering a positive gaming environment.
- Collaborated with management to optimize table game offerings and promotions.

Table Games Supervisor

Mar / 2018-Mar / 2021

Crescent Moon Design

Portland, OR

- Oversaw daily operations of assigned games, ensuring staff adherence to game rules and procedures.
- Conducted financial audits and monitored cash drops to maintain operational integrity.
- Implemented strategies to enhance guest experiences and maximize gaming revenue.
- Coached and mentored dealers, promoting a culture of excellence and teamwork.
- Managed guest interactions, addressing feedback to improve service delivery.
- Maintained an organized and efficient gaming floor, ensuring adequate table availability.

## EDUCATION

Bachelor of Science in Hospitality Management

Mar / 2015 - Mar / 2018

University of Nevada

Santa Monica, CA

Focused on casino management and customer service excellence.