

ETHAN MARTINEZ

Table Games Supervisor

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



Customer Service Management

Quality Assurance

Persuasion Skills

Networking Skills

Creativity

Strategic Planning



Dancing

Music

Architecture

Public Speaking

















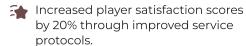


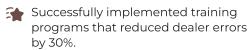
English

Swahili

Spanish

ACHIEVEMENTS





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

Maple Leaf Consulting

Mar/2021-Ongoing **▼** Toronto, ON

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

Table Games Supervisor

Mar / 2018-Mar / 2021

Crescent Moon Design

₮ Portland, OR

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

EDUCATION

Bachelor of Science in Hospitality Management

Mar /

Mar / 2018

University of Nevada

耳 Santa Monica, CA

Focused on casino management and customer service excellence.