

## DIRECTOR OF CASINO OPERATIONS

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### QUALIFICATIONS PROFILE

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**Highly accomplished, tenacious, and seasoned professional, with wide-ranging experience in directing the overall casino and gaming operations.** Equipped with broad-based background in managing schedules, human resource functions, budgeting, vendor prospecting, contract negotiation, and acknowledgment of approvals from gaming commissions. Armed with strong management expertise in maintaining productive work environments toward successful attainment of corporate goals and objectives, combined with the ability to motivate and foster teamwork, as well as initiate procedures for continuous improvement in business operations and service. Adept at identifying customer needs, developing solutions, and achieving results out of diverse challenges and conflicting service requirements.

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### CORE COMPETENCIES

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*Floor Design and Table Games Set up | Casino Operations and Administration | Leadership and Staff Motivation  
Dispute Identification and Resolutions | Customer Service and Relations | Regulatory Compliance*

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### PROFESSIONAL EXPERIENCE

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#### COMPANY ABC, BILOXI, MS

<b>Executive Host Manager</b>	2017–Present
<b>Casino Operations Manager</b>	2016–2017
<b>Table Games Shift Manager   Table Games Manager</b>	2014–2016

- Serve as manager of both Slots and Tables; ensure compliance with departmental standards in conducting daily operational activities
- Proficiently handle the creation of schedules and execution of player evaluations for Craps and High Limit
- Oversee and guarantee the execution of departmental and HR guidelines
- Exemplify versatility and multitasking skills by performing diverse tasks, such as handling employees' grievances and complaints, disciplining employees, planning and orchestrating work, providing safety and security, and monitoring or implementing legal compliance matters
- Provide strong leadership skills in securing attainment and implementation of Company's Code of Commitment by associate as well as the fulfillment of guest needs and specifications
- Closely supervise the execution of established cost-containment and budgetary controls, along with the operations of internal affairs within the Table Games and Slot departments
- Assume full responsibility in managing scheduling, supplies, and vendor contact

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### AWARDS

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Community Service Award – District Attorney's Office / Local Law Enforcement  
Chairman's Award Winner – Quarterly, Property and District Winner

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### ACTIVITIES

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*Coach, Community League, Babe Ruth Baseball  
Chairperson, Tiffany Talley Scholarship Foundation*