**Emily Employee**  
1234 Gold Rush Lane, Eureka, CA 95502 ♦ 000-123-4567 ♦ eemployee@email.com

**Qualifications Summary**

*Customer Service-oriented professional dedicated to providing world-class casino experiences.*

* 6 years’ experience in casino operations including sales, cashiering, and games management.
* Frequent recipient of casino awards for exemplary customer service and cross-sales success.
* Charismatic and proactive in identifying customer requirements and defusing potential issues.
* Well-versed in complying with all local jurisdiction gaming laws and company policies.

**Professional Experience**

Lucky Strike Casino and Resort, Eureka, CA

***Table Games Dealer***, 10/2016-Present

Skillfully conduct casino table games including Blackjack, Poker, and Spanish 21, ensuring compliance with casino policies and procedures. Communicate with supervisor regarding player disputes; mediate and resolve issues in formative stages.

* Recognized by supervisors and peers for success in maintaining a dynamic, engaging, professional, and courteous gaming environment for guests.
* Educated guests regarding additional departmental and casino offerings and promotions.

Rising Sun Casino and Resort, Las Vegas, NV

***Cage Cashier***, 07/2014-08/2016

Leveraged flawless cash-handling skills to redeem gaming checks, tokens, and coin for resort guests. Meticulously tracked and reconciled cash drawer funds; transferred currency and coin to other cash-handling stations.

* Conducted all cash-handling responsibilities with 100% accuracy and accountability.
* Recognized by senior management with multiple customer service awards.

Winner’s Casino and Resort, Las Vegas, NV

***Retail Shop Clerk***, 06/2012-07/2014

Greeted and assisted casino guests in selecting and purchasing store merchandise. Accurately operated point-of-sale system to handle cash and credit transactions. Merchandised and restocked store displays.

* Commended by supervisor for success in cross-selling casino services to customers.
* Earned three “Employee of the Month” awards.

**Education**

**Associate of Applied Science (AAS) in Casino Management**  
College of Southern Nevada (CSN) – North Las Vegas Campus, Las Vegas, CA