

# RESUME #211

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## Objective

Highly motivated, conscientious, and empathetic worker with excellent Customer Service and Communication skills, looking to secure a position with your company as a *Customer Service Representative or Bus Driver*.

## Professional Experience

03/2002 – 02/2019 ***Table Games Dealer***

Seneca Niagara Casino, Niagara Falls, NY

- Performed duties as a Dealer as scheduled, dealing blackjack, card poker, Mississippi Stud, Caribbean Stud Poker, Spanish 21, roulette, and mini-baccarat
- Applied rule variations to table games as permitted or needed
- Exchanged currency for playing chips
- Opened and closed tables, auditing for proper chips, receiving chip fills when needed, and audited chips with corresponding paperwork upon opening and closing the table
- Mentored / monitored new dealers, making sure they complied with casino gaming rules and regulations, and interacted properly with the customers
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot
- Directed calls to appropriate individuals and departments as necessary to gain approval to resolve issues for exceptional circumstances

09/1982 – 06/2002 ***School Bus Driver***

First Student, Lackawanna, NY

- Safely transported students to and from school, field trips, and other activities
- Followed a precise schedule, and adjusted to driving in traffic and weather conditions
- Maintained order among pupils while being transported

## Education, Training:

***High School Diploma***

South Park High School