

## Summary

Innovative and analytical professional with exceptional talent for deploying visual and interactive elements to enrich experience and engage with users via implementation of new methodologies, modern libraries, and frameworks, while using web applications. Remarkable efficiency in building and maintenance of user-centric and high-impact websites across casino/gaming industry. Leveraging technical and problem-solving skills to develop dynamic websites, apps, and platforms driving competitive advantage and revenue growth. Demonstrated ability to increase reliability, maximise productivity, and introduce system efficiencies. Proven expertise in systems analysis, website design, and application integration. Superb verbal/written communication skills and capacity to co-ordinate multiple detailed projects from conception to completion within time and budgetary constraints. Proficient in utilisation of HTML, CSS, and JavaScript programming languages.

## Key Skills

- Health & Safety Training
- Gambling & Casino Management
- Anti-Money Laundering
- Crime/Counter Terrorist Financing
- Fire Safety Assessment Course
- Periodic DBS Checking Clear

## Areas of Expertise

- Web Development
- Coding & Programming
- Search Engine Optimisation
- Cross-Browser Compatibility
- Continuous Process Improvement
- User Engagements
- Site Troubleshooting
- Agile Methodologies
- Team Building & Leadership
- Profit & Revenue Enhancement

## Professional Experience

### Grosvenor Casino, Luton, UK

2008 – Present

#### Customer & Dealer Support | Inspector – Pit Boss

Enrich user experience to feel the breeze of games by managing up to five different gaming tables. Deliver exceptional guidance and support to dealers with individual games to ensure paid out accuracy of all bets. Identify and mitigate customer disputes by conducting CCTV analysis. Steer sales leads, co-ordinate quotes with sales packs, provide expert-level customer service, and manage customer accounts to drive optimal business growth. Lead floor-men as well as supervise table games dealers in casino. Monitors all floor-men, dealers, and players in the pit to improve workflow.

- Enhanced performance and productivity by directing and training up to 20 staff as Pit Boss on the floor.
- Maximised business profits and met requirements by leading talented team of dealers through opening of table games.
- Improved workflow without training as well as went on course for driving optimal business performance.

**Additional experience** as Customer & Dealer Support, Supervisor, Gaming Dealer & Customer Care Lead at Royal Caribbean Cruise line, Miami, FL

## Education

### B-Tec Intermediate Business & Finance

Barnfield College, Luton, UK

### B-Tec National Diploma in Computer Studies

Barnfield College, Luton, UK