

Sergo Mikirtumov

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Languages: English, Russian, Georgian

A skilled casino dealer and manager, proficient in all traditional casino and carnival games. I'm passionate about the industry and about delivering high-quality and enjoyable client experiences. My 11-year career spans two countries, working at the River Casino in Pittsburgh, PA, as well as at several casinos in my native country of Georgia. I'm closely familiar with all the operations of a casino, from working with customers and staff to compliance and financial management. I'm now looking for my next opportunity to advance my casino career.

Skills: Single Zero Roulette, Craps, BlackJack, Mini Baccarat, Pai Gow Poker

I am proficient in dealing all traditional casino games as well as various other casino carnival games.

Objective: Seek the Position of TG Dealer of Floor Supervisor

Summary of Qualifications:

- Great knowledge of casino internal controls and operational procedures.
- Strong knowledge of monitoring techniques for possible illegal gaming practices and devices.
- Great skill in observing employees and customers for compliance with gaming regulations.
- Exceptional knowledge of public relations/customer service practices and procedures.
- Exceptional skill in establishing and maintaining effective working relationship with upper management, co-worker, and the general public.

Professional Experience:

Rivers Casino (Pittsburgh, PA)

Table Games Dealer

February 2010 – July 2014

Here I dealt all the table games, including blackjack, mini-baccarat, craps and roulette. I created enjoyable experiences through being friendly, helpful and positive, as well as helping guests not familiar with the games. I strove to present myself as a polished, service-minded professional and I encouraged others to do the same. Another important element of the job was protecting the casino by having an effective working knowledge of dealing policies and gaming procedures and informing my supervisors and managers of any unusual or irregular play and any disputes.

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Casino Intourist Palace Limited (Batumi, Georgia)

Pit-Boss (Pit-Manager)

July 2008 – January 2010

I was director of gaming operations, a role in which I was responsible for the conduct of table games in accordance with gaming regulations, as well as company policies, procedures and internal controls. I managed a team of 20 gaming dealers and wait staff of six during any one shift. As manager I conducted table tests for potential hires in first round interviews. My responsibilities also included training, maintaining high-quality employee performance and coaching employees to create a positive atmosphere for clients. I kept staff members well-informed of promotions and events and was a visible presence at all client events.

Casino Adjara (Tbilisi, Georgia)

Table Games Supervisor

February 2007 - May 2008

I supervised Roulette, blackJack, poker and other games. The role involved verifying all gaming table transactions in supervised areas, following dealing procedures and keeping proper game pace. I instilled in the dealers the importance of being upbeat and friendly and creating an atmosphere of luck.

Grand Casino Sakartvelo (Tbilisi, Georgia)

Table Games Dealer

July 2003 – January 2007

Games included blackjack and roulette. Again, I focused on delivering great customer service by being upbeat and positive and dealing with customers in a friendly and helpful manner, as well as assisting customers not familiar with the games. I had to demonstrate an effective working knowledge of dealing policies and gaming procedures and to keep supervisors and managers informed about any irregular play and disputes.

Educational History:

Casino Aragvi Training School (Tbilisi, Georgia)

Skills in dealing Roulette, Blackjack, and other games

March 2003 – June 2003

Rivers Casino Training School (Pittsburgh, PA)

Skills in dealing Craps, Pai Gow, and Mini Baccarat

November 2011 – March 2012