

Marina Mikirtumov

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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:

Radisson Blue Tbilisi Casino (Tbilisi/Georgia)

TG Floor Supervisor

September 2009 – February 2015

- Promote positive guest relations.
- Ensure the overall comfort of our guests, keeping track of play, maintaining rating.
- Monitor casino floor, observing customer and employees to ensure compliance with gaming regulations, and casino management practices, policies and procedures.
- Monitor gaming activities to prevent cheating and fraud.
- Monitor money transfers and cash drop procedures.
- Execute Fills/Credits replenishing or reducing table inventories.
- Maintain an accurate count of win/loss factor for the games.
- Resolve in diplomatic fashion any disputes that may arise with guests.

Sputnik Casino (Batumi/Georgia)

Marina Mikirtumov

Table Games Dealer

January 2009 – September 2009

Responsible to deliver great customer service by dealing all games, such as Blackjack, Roulette and other games in a friendly and helpful manner with an upbeat/positive attitude; Responsible to assist in training guests not familiar with various table games products. Responsible to demonstrate an effective working knowledge of dealing policies and gaming procedures, to inform Supervisor and/or Manager of unnatural or irregular play and disputes on game. Responsible to present professionalism and encourages others to do the same.

Grand Casino Sakartvelo (Tbilisi/Georgia)

Table Games Dealer

April 2007 – December 2008

Responsible to deliver great customer service by dealing all games, such as Blackjack, Roulette and other games in a friendly and helpful manner with an upbeat/positive attitude; Responsible to assist in training guests not familiar with various table games products. Responsible to demonstrate an effective working knowledge of dealing policies and gaming procedures, to inform Supervisor and/or Manager of unnatural or irregular play and disputes on game. Responsible to present professionalism and encourages others to do the same.

Educational History:

Tbilisi State Medical College (Tbilisi/Georgia)

Qualification: Obstetrician

2000 - 2005