

# RICHARD CASTALDY

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My career goals are to find a place to work that I enjoy, while also supporting my family. I'm highly focused and motivated. I am looking for an opportunity to develop my career while engaging with other individuals who are like minded.

## EXPERIENCE

11/20/2017 – PRESENT

**CUSTOMER SERVICE/FUNDING SUPERVISOR, ROUNDSTONE PSG**

I have had many responsibilities during my time with Roundstone. I started as a funding agent. I excelled in reaching my funding goals monthly and was well rewarded for my efforts. My work ethic and success eventually led to a promotion. Once I was promoted to a supervisor position I began to learn how to manage. I have gained valuable skills regarding working with others and finding ways to communicate an issue without creating tension. Today I manage up to 45 people at one time. I have asserted myself as a go to for questions about our system and policies. I help revise policies and regularly fix issues that lead to greater productivity. I have also dabbled in creating spreadsheets and documents that we use in our daily routine.

11/1/2015 – 8/30/2017

**DEALER/SUPERVISOR, MONARCH CASINO RESORT SPA**

While I was employed with the Monarch Casino, I worked primarily as a dealer. I would engage with guests and try to create a fun environment for them to enjoy. My wage was mostly tip based with a small hourly rate added in. It was a fun environment to work in and I gained social skills that will help me interact with others for the rest of my life. Additionally, I would have to do mental math for the entire duration of my shift. I also was asked to supervise on occasion. This consisted of monitoring up to 20 dealers and ensure accuracy from each while also tending to the needs of the guests.

## EDUCATION

LAST ATTENDED IN MAY OF 2015

**NO DEGREE, TEXARKANA COLLEGE**

My GPA is 3.75 through 3 semesters. I have always intended to go back, but cost of living has forced me to join the workforce full time with my family receiving the devotion of my free time. I am close to receiving my associates degree, and with one more semester would do so. I was planning to become an engineer and would continue this path if I ever decide to return to school.

## **SKILLS**

- Proficient at Microsoft Word and Microsoft Excel, good understanding of all windows operating systems, comfortable using IOS, good mental math skills, grammar and language skills, capable of working chats and texts, can handle working multiple accounts at once, great understanding of the underwriting process along with the ability to communicate with customers regarding the funding process.
- Great at multi-tasking, fast learner, engaging listener, involved worker, accountable for my mistakes, always looking to learn and grow.

## **ACTIVITIES**

I am an aspiring writer. I enjoy creating involved stories and developing characters. I also have a passion for cooking. I plan to invest in a food truck in the future to make extra money on the weekends. I spend a great deal of time with my 3 children, and they do a great job of keeping me active. I also enjoy doing work to my home. I spent my childhood renovating houses with my parents, and though I haven't followed this career path, I do enjoy using the skills I gained during that time of my life to make my house more enjoyable to live in. I like anything outdoors including hiking, kayaking, and biking. I am an open person and enjoy trying new things.