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| |  |  |  | | --- | --- | --- | |  |  | **George Tupayachi**  Business Administrator |  |  |  |  |  | | --- | --- | --- | --- | |  | **Professional Summary**   |  |  | | --- | --- | |  | Hardworking Casino Manager successful at hiring and training top-performing teams, boosting customer loyalty through exceptional customer service. Adept at developing and promoting successful and high-impact player rewards programs. Knowledgeable about payroll and HR Development, and eager to learn new things every day to be more successful in life and help others. | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Work History**   |  |  | | --- | --- | | 2021-07 – 2022-07 | Casino Manager  Ocean Casino Resort, Atlantic City, NJ   * Oversaw expenses, budget estimates and accounts for $10,000 per week operation, as monitored expenses, budgets and accounts to identify discrepancies. * Interviewed, hired and trained new gambling floor workers, as well as coordinated staff schedules, rotations, and breaks. * Checked on staff regularly and adjusted workflows, assignments and schedules to stay ahead of expected demand. * Oversaw selection, ordering and inventory controls of wine, beer and alcohol program. * Resolved customer complaints involving food or beverage quality and service, as well Protected business, team members and customers by monitoring alcohol consumption and keeping operation in line with legal service requirements. * Inspected preparation and storage equipment regularly to assess and maintain performance for cost-effective, safe operations. * Improved average wine and alcohol spend per guest through curation, service training and hands-on hospitality. |  |  |  | | --- | --- | | 2019-06 - 2020-08 | Bartender  Ocean Casino resort, Atlantic, NJ   * Recognized VIP customers immediately and provided special treatment, including preferred tables. * Multitasked to meet customer, business operations and server needs with minimal errors or delays. * Advertised, marketed, and recommended drink options to guests to increase guest satisfaction. * Promoted products to customers to enhance bill totals with high-profit items. |  |  |  | | --- | --- | | 2018-06 - 2018-08 | Server  Hard Rock Café Server, Hard Rock Casino, Atlantic, NJ   * I help guests create memorable experiences while providing excellent customer service. In this position I have also learned how to maintain a friendly, positive attitude when dealing with intoxicated and irate guests. * Displayed enthusiasm and knowledge about the restaurant's menu and products. * Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for me and my staff. * Investigated and resolved customers complaints in a timely and empathetic manner. |  |  |  | | --- | --- | | 2017-06 - 2019-09 | Server  Coastal Craft Server, Harrah's Casino, Atlantic, NJ   * Manage orders and accompanying financial transactions using a digital point of sale system. * Assisted the new manager, on distributing the workload for every employee. * Resolve independent customer's problems without manager advice, to decrees management involvement. * Assuming responsibility on being the expo for the runners and making sure the food comes out right and perfect for my coworker's tables. | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Education**   |  |  | | --- | --- | | 2015-08 - 2017-01 | Bachelor of Science: Business Management Studies  Stockton University - Absecon, NJ   * Continuing education in International Bossiness. * Member of PhotoGraphy Club. * Completed professional development in Marketing Principals. * Professional development completed in Managerial Accounting. |  |  |  | | --- | --- | | 2017-01 - 2021-05 | Bachelor of Science: Business Management Studies  Stockton University - Absecon, NJ   * Continuing education in International Bossiness. * Member of PhotoGraphy Club. * Completed professional development in Marketing Principals. * Professional development completed in Managerial Accounting. |  |  |  | | --- | --- | | 2018-06 - 2018-08 | Bartender School : Bartender  Chelsea Pub - Atlantic City, NJ   * Learned to become a Bartender. * How to server cocktails * learn to make many cocktail drinks | |  |  |  |  |  | | --- | --- | --- | --- | |  | **Additional Information**   |  |  | | --- | --- | |  | I have travel to Philippines during my young life, and experience new culture that had tough me a lot about life and others. Learn another language that had help communicated with others as well. | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Certifications**   |  |  | | --- | --- | | 2018-07 | Casino License |  |  |  | | --- | --- | | 2018-07 | Bartender License | | |  | |  |  | | --- | --- | |  | **Contact**  Address  Egg Harbor,NJ, 08234  Phone  (609) 553 6215  E-mail  georgetupayachi@gmail.com  WWW  linkedin.com/in/george-tupayachi-82b853208 |  |  |  | | --- | --- | |  | **Software**    Excel spreadsheets    Excellent    Google Docs    Excellent    Kronos Pay roll    Excellent    Adobe Suite    Excellent    [Zoom] Software Proficiency    Excellent    MS Office    Excellent    Microsoft Access    Good  Java SE 11, NetBeans, C++, HTML    Good  Oracle Cloud    Good |  |  |  | | --- | --- | |  | **Skills**    Dependable and Responsible      Planning and Coordination      Multitasking Abilities      Analytical and Critical Thinking      Attention to Detail      Excellent Communication      Teambuilding      Training and Development      Data Entry      Organization and Time Management |  |  |  | | --- | --- | |  | **Languages**    English    Excellent    Spanish    Excellent    Tagalog    Good    French    Average | |

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