



PICH KUNTHAI

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SUMMARY

Dedicated and technically proficient Surveillance Executive and Technician with 9years of experience in monitoring, maintaining, and optimizing surveillance systems. Skilled in overseeing security operations, conducting investigations, and ensuring compliance with regulations. Expertise in installing, troubleshooting, and repairing CCTV systems, access control systems, and other security technologies. Strong leadership, analytical, and problem-solving skills with a proven ability to enhance security infrastructure and operational efficiency.

WORK EXPERIENCE

Nov-2016 To Dec-2021 CAESARS CASINO: Position: <i>Surveillance Executive and Technician</i>	At: Kinshasa City ,(DRC) Congo Country.
Feb- 2022 To - Oct-2022 OU NEANG INTERNATIONAL CASINO Position: <i>Surveillance Executive and Technician</i>	At: Poipet City ,Camboia Country.
Nov-2022 To - Mar-2024 SAND PALACE CASINO & HOTEL Position: <i>Surveillance Executive and Technician</i>	At: Poipet City ,Camboia Country.
Apr-2024 To Present CAESARS CASINO: Position: <i>Surveillance Executive and Technician</i>	At: Kinshasa City ,(DRC) Congo Country.

Surveillance Executive

- Monitor and analyze live and recorded surveillance footage to identify security threats, operational inefficiencies, and suspicious activities.
- Install, configure, and maintain CCTV cameras, access control systems, and other surveillance equipment.
- Conduct routine inspections and troubleshooting of surveillance systems to ensure optimal functionality and minimal downtime.
- Investigate security incidents, prepare detailed reports, and recommend corrective actions to prevent recurrence.
- Train and supervise surveillance staff on system operations, maintenance, and best practices.
- Collaborate with IT and security teams to upgrade and integrate new surveillance technologies.
- Ensure compliance with company policies, industry regulations, and legal requirements.

Surveillance Technician

- Monitor and analyze live and recorded surveillance footage to identify security threats, operational inefficiencies, and suspicious activities.
- Install, configure, and maintain CCTV cameras, access control systems, and other surveillance equipment.
- Conduct routine inspections and troubleshooting of surveillance systems to ensure optimal functionality and minimal downtime.
- Investigate security incidents, prepare detailed reports, and recommend corrective actions to prevent recurrence.
- Train and supervise surveillance staff on system operations, maintenance, and best practices.
- Collaborate with IT and security teams to upgrade and integrate new surveillance technologies.
- Ensure compliance with company policies, industry regulations, and legal requirements.

Security Analyst

- Analyzed security data and surveillance footage to identify trends and potential risks.
- Supported the implementation of new surveillance technologies and systems.
- Conducted risk assessments and provided recommendations to senior management.
- Prepared reports on security incidents and system performance.

Surveillance Technician

- Proficient in surveillance software (e.g., [specific software names]).
- Advanced knowledge of CCTV systems, DVRs, NVRs, and IP cameras.
- Installation and maintenance of access control systems and alarm monitoring.
- Microsoft Office Suite (Word, Excel VBA, PowerPoint else).
- Familiarity with network protocols and IT infrastructure.
- Setup of **EGT Slot** system and fixing of system code error alarm.
- Install of Electricity and Generator.
- Setup TV of Picture Slide or video Promotion.
- Editor video or photo.
- Chang Layout of table game.

Core Competencies

- Surveillance System Operations & Monitoring
- CCTV Installation, Maintenance & Troubleshooting
- Risk Assessment & Mitigation
- Incident Investigation & Reporting
- Compliance & Regulatory Adherence
- Team Leadership & Training
- Security Protocol Development
- Fraud Detection & Prevention
- Technical Support & System Upgrades
- Data Analysis & Reporting

EDUCATION

Cambodai Mekong University

Nov 2012- May2016

University of Science in Computer Information Technology

- Third Years.
- Certifications (No).

Chipou Hight School

2001 - 2012

General Subject

- Grande 12
- Certifications (Yes).

ADDITIONAL INFORMATION

- **Technical Skills:** Mechatronics System Integration, Automotive Engineering Technology, Project Management, Robotics and Automation, CAD for Mechatronics.
- **Languages:** English, Malay, Japan.
- **Certifications:** Professional Engineer (PE) License, Project Management Professional (PMP).
- **Awards/Activities:** Actively participated in the "Innovation for Tomorrow" community outreach program, promoting STEM education and inspiring local students.

Responsibilities

Surveillance Executive

1. Surveillance Monitoring:

- Monitor live and recorded surveillance footage to identify suspicious activities, security breaches, and operational inefficiencies.
- Ensure all surveillance systems are functioning optimally and report any technical issues promptly.

2. Incident Investigation:

- Conduct thorough investigations into security incidents, policy violations, or suspicious activities.
- Prepare detailed reports and recommend corrective actions to prevent recurrence.

3. Compliance & Reporting:

- Ensure compliance with company policies, industry regulations, and legal requirements.
- Maintain accurate records of surveillance activities and incidents.
- Generate daily, weekly, and monthly reports for management review.

4. Team Leadership:

- Train, supervise, and evaluate the performance of surveillance staff.
- Foster a culture of accountability, professionalism, and continuous improvement within the team.

5. Risk Mitigation:

- Identify potential security risks and develop strategies to mitigate them.
- Collaborate with other departments to enhance security protocols and procedures.

6. Fraud Detection & Prevention:

- Monitor for fraudulent activities and implement measures to prevent losses.
- Work closely with law enforcement agencies during investigations, providing evidence and support as needed.

7. System Maintenance:

- Coordinate with technical teams to ensure the proper functioning of surveillance equipment.
- Recommend upgrades or new technologies to improve surveillance capabilities.

8. Crisis Management:

- Respond to emergencies and security threats in a timely and effective manner.
- Develop and implement emergency response plans and conduct regular drills.

Skills & Competencies:

- Excellent analytical and problem-solving skills.
- Strong attention to detail and the ability to multitask in a fast-paced environment.
- Effective communication and interpersonal skills.
- Leadership and team management abilities.
- Knowledge of industry regulations and compliance standards.
- Technical proficiency in maintaining and troubleshooting surveillance systems.

Work Environment:

- This role may require working in shifts, including nights, weekends, and holidays.
- The position involves prolonged periods of monitoring screens and may require quick decision-making during emergencies.

Benefits:

- Competitive salary and performance-based incentives.
- Health insurance and retirement plans.
- Opportunities for professional development and certifications.
- A supportive and collaborative work environment.

Responsibilities

Surveillance Technician

1. Installation of Surveillance Systems:

- Install, configure, and set up CCTV cameras, DVRs (Digital Video Recorders), NVRs (Network Video Recorders), IP cameras, and other surveillance equipment.
- Ensure proper placement of cameras for optimal coverage and minimal blind spots.
- Set up access control systems, alarms, and other security devices as part of the surveillance infrastructure.

2. System Maintenance & Repairs:

- Conduct routine inspections and maintenance of surveillance equipment to ensure optimal functionality.
- Diagnose and troubleshoot technical issues with cameras, recording devices, and network systems.
- Replace faulty components, such as cables, connectors, or cameras, and perform necessary repairs.

3. Technical Support:

- Provide technical support to clients or internal teams regarding the operation and troubleshooting of surveillance systems.
- Train end-users on how to operate and maintain surveillance equipment effectively.
- Respond to service calls and resolve issues in a timely manner to minimize downtime.

4. System Upgrades & Integration:

- Upgrade existing surveillance systems with new technologies, software, or hardware.
- Integrate surveillance systems with other security systems, such as access control or alarm systems.
- Ensure compatibility and seamless operation between different components of the security infrastructure.

5. Testing & Quality Assurance:

- Test newly installed or repaired systems to ensure they meet performance standards.
- Verify video quality, storage capacity, and network connectivity.
- Conduct regular system audits to identify and address potential issues proactively.

6. Documentation & Reporting:

- Maintain detailed records of installations, repairs, and maintenance activities.
- Prepare reports on system performance, issues resolved, and recommendations for improvements.
- Document client-specific configurations and provide user manuals or guides.

7. Compliance & Safety:

- Ensure all installations and repairs comply with industry standards, regulations, and safety protocols.
- Follow best practices for cable management, equipment mounting, and electrical safety.

8. Collaboration with Teams:

- Work closely with security teams, IT departments, and other stakeholders to ensure seamless operation of surveillance systems.
- Provide input on the design and implementation of surveillance solutions based on client needs.

9. Emergency Response:

- Respond promptly to emergency situations, such as system failures or security breaches, to restore functionality.
- Assist in investigations by retrieving and analyzing surveillance footage as needed.

10. Inventory Management:

- Manage inventory of surveillance equipment, tools, and spare parts.
- Order replacement parts or new equipment as needed and maintain accurate records.

Gambling

1. Card Games

1.1 Blackjack

A card game where players aim to get a hand value as close to 21 as possible without exceeding it. Players compete against the dealer.

1.2 Baccarat

A comparing card game where players bet on whether the "Player" or "Banker" hand will win or if it will be a tie.

1.3 Poker Variants

- Three Card Poker
- Five Card Poker
- Seven Card Poker
- Texas Hold'em Bonus

1.4 Casino War

A simple card game where players compete against the dealer, and the highest card wins.

2. Dice Games:

2.1 Craps

- A fast-paced dice game where players bet on the outcome of the roll or a series of rolls.

2.2 Sic Bo

- A game of chance played with three dice, where players bet on various possible outcomes.

3. Wheel Games

3.1 Roulette

- A classic casino game where players bet on where a ball will land on a spinning wheel. Variants include:
 - American Roulette (with a double zero) With Special Bet
 - European Roulette (with a single zero) With Special Bet
 - French Roulette

3.2 Big Six Wheel (Money Wheel)

- A wheel-based game where players bet on which symbol the wheel will stop on.

3.3 Wheel of Fortune

3.4 Rapid Roulette

3.5 Regional or Niche Table Games

3.6 Hybrid or Modern Table Games

6.7 Double Action Roulette

4. Tile-Based Games

4.1 Pai Gow

- A traditional Chinese game played with tiles, where players aim to create two hands (high and low) that beat the dealer's hands.

5. Specialty Games

5.1 Let It Ride:

- A poker-based game where players bet on a five-card hand and can choose to "let it ride" or withdraw part of their bet.

5.2 Dragon Tiger:

- A simplified version of Baccarat, where players bet on whether the "Dragon" or "Tiger" hand will have the higher card.

5.3 Bingo (sometimes offered as a table game)

- A game where players mark numbers on a card as they are randomly called out.

5.4 Keno:

- A lottery-style game where players select numbers and hope they match the numbers drawn.

6. Regional or Niche Table Games

6.1 Fan Tan

- A traditional Asian game where players bet on the remainder of beads divided by 4.

6.2 Sicilian Wheel:

- A wheel-based game similar to roulette but with different betting options.

6.3 Punto Banco:

- A variation of Baccarat commonly played in European casinos.

6.4 Chemin de Fer:

- A French version of Baccarat where players take turns acting as the banker.

7. Hybrid or Modern Table Games

1. Casino Hold'em

- A poker variant where players compete against the dealer using Texas Hold'em rules.

2. Spanish 21

- A variation of Blackjack with different rules, such as the removal of all 10s from the deck.

3. EZ Baccarat

- A simplified version of Baccarat with no commission on winning Banker bets.

8. Live Dealer Table Games

Many casinos now offer live dealer games online, where players can interact with real dealers via video streaming. Popular live dealer table games include:

- Live Blackjack
- Live Roulette
- Live Baccarat
- Live Poker Variants
- Live Tiger Dragon

Gambling Rule

Dice Games

1. Craps

- Craps is one of the most popular dice games in casinos. It involves betting on the outcome of the roll of two dice.
- Basic Rules:
- The Come-Out Roll: The game begins with the "come-out roll." If the shooter rolls a 7 or 11, it's a "natural," and pass line bets win. If the shooter rolls a 2, 3, or 12, it's "craps," and pass line bets lose.
- Point Phase: If the shooter rolls a 4, 5, 6, 8, 9, or 10, that number becomes the "point." The shooter continues to roll until they either roll the point again (pass line bets win) or roll a 7 (pass line bets lose).
- Other Bets: There are many other bets in craps, such as "Don't Pass," "Come," "Don't Come," "Place," "Field," and "Proposition" bets, each with its own rules and payouts.

2. Sic Bo

- Sic Bo is a game of chance played with three dice. Players bet on the outcome of the dice roll.
- Basic Rules:
- Types of Bets: There are various types of bets in Sic Bo, including:
- Small/Big: Betting that the total sum of the three dice will be small (4-10) or big (11-17).
- Specific Triple: Betting that all three dice will show a specific number (e.g., triple 1s).
- Any Triple: Betting that all three dice will show the same number.
- Specific Double: Betting that at least two dice will show a specific number.
- Combination: Betting that two specific numbers will appear on the dice.
- Single Number: Betting that a specific number will appear on one, two, or all three dice.
- Payouts: Payouts vary depending on the type of bet and the probability of the outcome.

3. Chuck-a-Luck (Birdcage)

- Chuck-a-Luck is a simple dice game where players bet on the outcome of three dice rolled in a cage.
- Basic Rules:
- Types of Bets: Players can bet on a specific number (1 through 6). The number can appear on one, two, or all three dice.
- Payouts:
- If the number appears on one die, the payout is 1:1.
- If the number appears on two dice, the payout is 2:1.
- If the number appears on all three dice, the payout is 3:1.

4. Casino War

- While not a traditional dice game, Casino War is a simple card game that can be compared to dice games in terms of simplicity and speed.
- Basic Rules:
- Gameplay: Each player and the dealer are dealt one card. The player with the higher card wins. If there is a tie, the player can either surrender or go to "war," which involves placing an additional bet and receiving another card.
- Payouts: Winning bets typically pay 1:1. If the player wins the "war," the payout is also 1:1.
- 5. High Point Dice
- High Point Dice is a simpler dice game where players aim to roll the highest possible total.
- Basic Rules:
- Gameplay: Players roll two dice and aim for the highest total. The highest possible total is 12 (double sixes).
- Payouts: Payouts are based on the total rolled, with higher totals paying more.
- General Tips for Dice Games:
- Understand the Odds: Different bets in dice games have different odds and payouts. Understanding these can help you make more informed decisions.
- Manage Your Bankroll: Set a budget for your gambling and stick to it. Dice games can be fast-paced, so it's easy to lose track of how much you're spending.
- Learn the Rules: Before playing, make sure you understand the rules of the specific dice game you're

Gambling Rule

Dice Games

1. Roulette

- Roulette is one of the most iconic casino games, featuring a wheel with numbered slots and a small ball that determines the winning number.
- Basic Rules:
 - The Wheel: The roulette wheel has either 37 (European) or 38 (American) slots, numbered from 0 to 36 (and an additional 00 in American roulette).
 - Types of Bets:
 - Inside Bets: These are bets placed on specific numbers or small groups of numbers. Examples include:
 - Straight Up: Betting on a single number.
 - Split: Betting on two adjacent numbers.
 - Street: Betting on three numbers in a row.
 - Corner: Betting on four numbers that meet at a corner.
 - Line: Betting on six numbers from two adjacent rows.
 - Outside Bets: These are bets placed on larger groups of numbers or characteristics (e.g., color, odd/even). Examples include:
 - Red/Black: Betting on the color of the winning number.
 - Odd/Even: Betting on whether the winning number will be odd or even.
 - 1-18/19-36: Betting on whether the winning number will be in the first or second half of the range.
 - Dozen: Betting on one of the three dozens (1-12, 13-24, 25-36).
 - Column: Betting on one of the three vertical columns.
 - Payouts: Payouts vary depending on the type of bet. For example, a straight-up bet pays 35:1, while a red/black bet pays 1:1.

2. Big Six Wheel (Money Wheel)

- The Big Six Wheel is a simple game where players bet on which symbol the wheel will stop on.
- Basic Rules:
 - The Wheel: The wheel is divided into segments, each marked with a symbol or number. Common symbols include dollar amounts (e.g., 1, 1.5, 10, 10.20) and special symbols like a joker or casino logo.
 - Types of Bets: Players place bets on which symbol they think the wheel will stop on.
 - Payouts: Payouts are based on the rarity of the symbol. For example, a \$1 symbol might pay 1:1, while a joker might pay 40:1.

3. Wheel of Fortune

- Wheel of Fortune is a popular game show that has been adapted into a casino game. It involves spinning a large wheel to win prizes.
- Basic Rules:
 - The Wheel: The wheel is divided into segments, each marked with a prize or multiplier (e.g., 100, 100.500, 2x, 5x).
 - Gameplay: Players place a bet and spin the wheel. The segment where the wheel stops determines the prize or multiplier.
 - Payouts: Payouts are based on the segment the wheel stops on. For example, landing on 100 would payout 100, while landing on 2x would double the player's bet.

4. Rapid Roulette

- Rapid Roulette is a faster-paced version of traditional roulette, often using electronic terminals.
- Basic Rules:
 - The Wheel: Similar to traditional roulette, the wheel has 37 or 38 slots.
 - Gameplay: Players place bets using electronic terminals. Once all bets are placed, the dealer spins the wheel and releases the ball.
 - Payouts: Payouts are the same as in traditional roulette, depending on the type of bet.

5. Double Action Roulette

- Double Action Roulette features two wheels and two balls, increasing the chances of winning.
- Basic Rules:
 - The Wheels: There are two identical roulette wheels.
 - Gameplay: Players place bets as in traditional roulette. The dealer spins both wheels and releases two balls. The winning number is determined by where both balls land.
 - Payouts: Payouts are similar to traditional roulette, but the presence of two balls can create additional betting opportunities and payouts.
- General Tips for Wheel Games:
 - Understand the Odds: Different bets in wheel games have different odds and payouts. Understanding these can help you make more informed decisions.
 - Manage Your Bankroll: Set a budget for your gambling and stick to it. Wheel games can be fast-paced, so it's easy to lose track of how much you're spending.
 - Learn the Rules: Before playing, make sure you understand the rules of the specific wheel game you're playing. This will help you make better bets and enjoy the game more.