

# **JANDRIX A. REYES**

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## **PROFILE**

A successful and experienced Casino dealer with role of High Duty Dealer and candidate for supervisory level who focused on optimizing the guest experience through exceptional service. Graduate in Bachelor of Science in Industrial Technology Major in Food Technology with experienced in Restaurant/Hotel operation as Waiter/Barista and extensive practical hands-on as Quality Assurance and Micro lab. Motivated and enthusiastic about developing good relations with customers and always a role model for service-first behavior and following company standards. Goal focus and result oriented who is dependable, punctual, and fast learner. Coverage of my skills and strength includes planning and organizing, mathematical skills, Interpersonal, fast thinking, collaborator and computer literate.

## **CAREER OBJECTIVE**

Seeking a position that allows me to use skills and technical abilities I possess and consequently to further enhance my productivity and interpersonal skills, provide opportunities for personal and professional growth and contribute to the company's continuing success.

## **WORK EXPERIENCE**

### **CASINO DEALER/HIGH DUTY DEALER TRAINEE**

City of Dreams (Melco Resorts Leisure Corporation)

Manila, Philippines

September 11, 2017 until August 17, 2020

### **HIGH DUTY DEALER TRAINEE**

- Supervise assign table games operations and assisting customers with game-related needs.
- Review suspicious customer behavior, identify and notify the authorities when needed.
- Collaborating with managers to plan the work output for the shift.
- Aiding in the process of instituting policies, performance goals and objectives.

### **CASINO DEALER**

- Good communicator and take pride in delivering customer experiences that consistently exceed expectations.
- Dedicated to excellence, well trained and expert in eight table games.
- Selected to deal in VIP section.
- Confidently answer to queries regarding game rules and casino policies.
- Building one on one relationships with guests to attract regulars.
- Pay winnings or collect losing bets as established by the rules and procedures of a specific game.
- Inspect cards and equipment to be used in games to ensure that they are in good condition.
- Open and close cash floats and game tables and refer patrons to gaming cashiers to collect winnings.

**Field of Game Expertise:**

- Baccarat Traditional/ Baccarat Super 6
- Baccarat 27/ Baccarat Progressive
- Blackjack
- Sic Bo/ Caribbean stud poker.

**WAITER/ BARISTA**

Patio Rizal Hotel and Restaurant

Lucban Quezon, Philippines

June 2014- Dec 2016

- Greeting guest and escorting them to their table, describe menu items or suggest products that might appeal to them. Staying attentive to the needs of guests in dining area.
- Collect food orders from the kitchen, verifies that they are correct and serves them to the guest.
- Ordering and receiving of stock supplies or retail products.
- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment and seating areas.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.

**ON THE JOB WORK EXPERIENCE****QUALITY ASSURANCE IN CANNERY & BOTTLING DEPARTMENT**

Ram Foods Inc.

Pulo Laguna, Philippines

February-May 2017

- Responsible for the quality of food/products that is being produce locally by testing/analyzing the physicochemical characteristic in terms of ph, total soluble solid and viscosity.
- Monitor good manufacturing practices –GMP.
- Analyze chlorine content of water.
- Monitor delivery of raw materials.
- Assigned in micro laboratory for preparing media, plating, sampling and arranging colonies

**EDUCATIONAL BACKGROUND**

COLLEGIATE :       **BACHELOR OF SCIENCE IN INDUSTRIAL TECHNOLOGY**  
                          **Major in Food Technology**  
                          Southern Luzon State University  
                          Lucban, Quezon  
                          2013-2017

I hereby certify that the above information is true and correct to the best of my knowledge.

**JANDRIX AUSA REYES**