

Name: Pravin Rai
Age: 37 years
Nationality: Nepalese
Visa type: Master dependent
Availability: 7 Days a week, full time
Contact no: 0493318264
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Address: 9/31 King Georges Road, Wiley Park NSW



Work and experience: Currently working as kitchen hand in Select Fresh warehouse Sydenham: cutting, cleaning, and packing.

Worked as housekeeping in Hyatt Regency for 3 weeks as casual staff.

Worked as a casino surveillance for 9 years – 2011-2020

Education: Passed high school in 2002

Computer knowledge

- Hardware networking,
- Microsoft excel
- Microsoft word
- Web page design

Language known

- Nepali: Mother tongue
- English: fluent
- Hindi: fluent
- Chinese: little, only speaking

About me: I am a fast learner, Friendly, co-operative, hardworking and able to work long hours shift.

More about previous JOB

CAREER BACKGROUND

SURVEILLANCE ASSISTANT MANAGER

01 Jun 2019 – until Present at Golden Galaxy Casino-Hotel, Bavet Cambodia

DUTIES AND RESPONSIBILITIES

- Check daily shift report
- Staff management
- Make staffs working schedules
- Provide surveillance training to the new staffs
- Co-operate with HR department for the staffs update and admin related issues
- Audit surveillance equipment and prepare the list of needed equipment likes cameras, DVRs, monitors and so on
- On behalf of Manager
- Interview and hire new staff
- Attend HOD meeting and discuss the current problems and solutions
- Attend the meeting with management, explain the common problem occurred in the related department, specially Gaming, and suggest possible solution to the problem on the basics of surveillance observation

SURVEILLANCE SHIFT MANAGER

01 ay 2017 – 25 May 2019 – Le Macau CasinoHotel, Bavet Cambodia

DUTIES AND RESPONSIBILITIES

- To handle the shift of 13 to 15 staffs par shift
- To make sure all the staffs check in on time.
- Assigned staffs and make sure everyone is doing their job properly
- Briefed the shift about the new memo issued by related department and make sure everyone is cleared about it
- To provide assistance to shift supervisor and executive if need when handling sensitive situations
- To make sure all the information are logged in correctly in the daily shift report
- To check all the administrative jobs are up to date
- Check all the incident reports and video footage prepared, dubbed by supervisor and executive to make sure all the incidents are settled correctly
- Brief incoming shift of all the incidents and the information received
- Report to the Asst. Manager and Manager

SURVEILLANCE EXECUTIVE

22 June 2015 – 01 May 2017 – Le Macau Casino Hotel, Bavet Cambodia

DUTIES AND RESPONSIBILITIES

- Give assignment to the operator
- Confirm the incident observed by the operator, supervisor and inform to the related department than make sure the incident is settled correctly
- Check and edit, if necessary, the report of operators and supervisor
- Report all the incidents to the shift manager
- Review footage dubbed into the folder and give information to the related departments upon their request
- Make sure all the incidents and other important footages are secured in a folder
- Update win loss result of the high rollers and keep in the high roller folder
- Make BAS shoe report

SURVEILLANCE OPERATOR 15 June 2014 – 15 June 2015 – Savan Vegas Casino-Hotel, Savanakheth Laos 29 Feb 2012 – 31 May 2014 – Dream World Casino Slot Club, Pailin Cambodia

DUTIES AND RESPONSIBILITIES

- Handling the telephone calls, receiving the need information and log everything then inform to the superior if needed
- Monitoring gaming tables, cage and slot counters as well all casino premises covered by CCTV cameras
- Monitoring all the staff actions to make sure everyone is maintaining company standard operating procedure
- Monitoring close watch
- Monitoring the Support areas like Cage, Slots and other related Departments
- Monitoring and detection of the dishonest acts and scam which regards to the safety of the Casino assets to maintain the Casino integrity
- Review all the incident like over payment, short payment and call to the attention of superior for the conformation
- Make sure all the transaction is done correctly
- Making incident reports
- Game pace audit
- Immediately inform to the superior if any suspicious action is noted during monitoring
- Indorse important information to incoming operator like if monitoring high roller, close watch and the incident that has not been settled ABILITIES
- Working being calm even under pressure
- Managing, leading the staffs
- Self confidence
- Maintaining team work
- Decision making
- Confidential

GAMING KNOWLEDGE

- Baccarat
- Rolette
- Black Jack
- Poker Fan Tan
- Bai Buu
- Pok Deng
- Xoc Di
- An Do
- Tai Xiu
- Niu Niu
- Tai Sai
- COMPUTER SKILLS
- Microsoft Excel
- Microsoft Word
- Computer Hardware
- Webpage Design

LANGUAGE

- Nepali – National language
- English – Fluent
- Hindi – Fluent
- Chinese Mandarin – A little, only speaking

CHARACTER REFERENCE: Mr. Ramil C. Mercader: Surveillance manager Le Macau CasinoHotel, Bavet Cambodia

Contact No. +855 86 482499

Mr. Devid Lim: Surveillance director Golden Galaxy CasinoHotel, Bavet Cambodia

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Mdm. Amy Jung: Surveillance Manager at Golden Galaxy Casino-Hotel, Bavet Cambodia

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