

Danaija Salgado

Casino Cashier

✉ danaija.salgado@gmail.com

☎ (920) 824-1592

📍 123 Main Street, Cherry Hill, NJ
08034

EDUCATION

Associate of Applied Science in Casino Management at Atlantic Cape Community College, Mays Landing, NJ

Aug 2018 - May 2022

Relevant Coursework: Casino
Operations, Gaming Regulations and
Law, Financial Analysis for Casinos,
Casino Marketing and Customer
Service, Hospitality Management,
Table Games and Slot Management,
Surveillance and Security Operations,
and Human Resources in the Gaming
Industry.

LINKS

[linkedin.com/in/danaijasalgado](https://www.linkedin.com/in/danaijasalgado)

SKILLS

Chip handling

Bankroll management

Currency conversion

Ticket redemption

Player tracking software

Fraud detection

Customer service

LANGUAGES

English

Hindi

PROFILE

Diligent Casino Cashier with 1 year of experience in efficiently managing financial transactions and providing exceptional customer service. Proficient in cash handling, maintaining accurate records, and balancing large sums of money. Demonstrates strong attention to detail, integrity, and adherence to casino policies and procedures. Adept at working in fast-paced environments while maintaining a professional and friendly demeanor.

EMPLOYMENT HISTORY

● Casino Cashier at Borgata Hotel Casino & Spa, NJ

May 2023 - Present

- Successfully handled over \$2 million in daily cash transactions, ensuring accuracy and efficiency in processing customer transactions.
- Streamlined the cashiering process by implementing a new organizational system, resulting in a 20% reduction in customer wait times and a 15% increase in overall customer satisfaction.
- Trained and mentored 10 new casino cashiers, contributing to a 25% increase in team productivity and a 10% reduction in errors.
- Identified and reported potential fraudulent activities, leading to the prevention of over \$100,000 in potential losses for Borgata Hotel Casino & Spa.

● Assistant Casino Cashier at Tropicana Casino and Resort, NJ

Jul 2022 - Mar 2023

- Successfully managed over \$500,000 in daily cash transactions, maintaining a 99.8% accuracy rate and contributing to the casino's overall revenue growth of 7% during my tenure.
- Implemented a new cash counting process that increased efficiency by 15%, reducing the average transaction time from 3 minutes to 2.5 minutes and improving customer satisfaction rates by 10%.
- Assisted in training and onboarding of 6 new cashiers within a 1-year period, ensuring they were fully equipped to handle high-pressure situations and maintain the casino's high standards of customer service.
- Identified and reported potential instances of fraud and theft, resulting in the prevention of over \$50,000 in losses and the successful apprehension of 3 individuals involved in illicit activities.

CERTIFICATES

Certified Gaming Operations Professional (CGOP)

Nov 2021

Casino Cashier Certification from the American Hotel & Lodging Educational Institute (AHLEI)

May 2020

MEMBERSHIPS

American Gaming Association (AGA)