

# Najah Groenenboom

## Slot Technician

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### Profile

#### Details

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123 Maple Street, Hartford, CT 06103

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Dedicated Slot Technician with 1 year of experience in maintaining, troubleshooting, and repairing a variety of slot machines. Proficient in electronic diagnostics and technical documentation, with a strong commitment to delivering exceptional customer service and ensuring smooth gaming floor operations. Adept at working independently or as part of a team, and consistently demonstrating a keen attention to detail and problem-solving abilities.

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### Employment History

#### Slot Technician at Mohegan Sun, CT

May 2023 - Present

- Successfully repaired and maintained over 3,000 slot machines, significantly reducing downtime and increasing customer satisfaction by 15%.
- Implemented a new preventive maintenance program for 1,500+ machines, which led to a 20% decrease in service calls and a 10% increase in machine efficiency.
- Trained and mentored 10 junior technicians, improving their technical skills and knowledge, which resulted in a 25% reduction in repair time and a 5% increase in overall team productivity.
- Collaborated with the engineering team to design and install 100 custom-built slot machines, boosting casino revenue by 8% and enhancing the gaming experience for patrons.

#### Slot Technician Assistant at Foxwoods Resort Casino, CT

Aug 2022 - Mar 2023

- Successfully maintained and repaired over 500 slot machines, resulting in a 99% uptime and increased customer satisfaction.
  - Streamlined the troubleshooting process, reducing machine downtime by 30% and increasing overall casino revenue.
  - Trained and mentored 10 new Slot Technician Assistants, improving the team's efficiency and performance by 25%.
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### Education

#### Associate of Applied Science in Slot Technology at Gateway Community College, New Haven, CT

Sep 2017 - May 2022

Relevant Coursework: Slot Machine Fundamentals, Electronics & Circuitry, Casino Gaming Operations, Computer Networking, Gaming Machine Software, Electronic Troubleshooting, and Preventive Maintenance.

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### Links

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