

# Baccarat table game dealer

# Chantel Dubois

## Professional summary

Refined and professional Baccarat Dealer with experience in high-end casino environments, specializing in VIP service and high-limit games. Expert in Mini-Baccarat, Punto Banco, and maintaining discretion while providing exceptional customer service.

## Experience

### Baccarat Dealer (VIP Section)

August 2018 - Now

The Big Easy Casino / Miami, FL

- Manage exclusive high-limit baccarat tables for VIP clients, ensuring a luxurious and seamless experience.
- Execute precise and accurate payouts on complex bets, maintaining speed and accuracy under pressure.
- Maintain high levels of confidentiality, discretion, and professionalism during all guest interactions.
- Monitor and report chip flow, collaborating closely with surveillance and security teams to ensure game integrity.

### Casino Dealer (General Games)

June 2015 - July 2018

Seminole Hard Rock Hotel & Casino /

- Dealt a variety of table games, including blackjack, baccarat, and poker, in a fast-paced environment.
- Recognized for excellence in service and won the "Top Dealer" award in 2017 for outstanding guest service.
- Ensured compliance with all gaming regulations while delivering high-quality service to all guests.
- Collaborated with supervisors to maintain smooth floor operations and resolve customer disputes efficiently.


## Extracurricular Activities


### Member, Casino Industry Networking Group

March 2019 - Now

Miami, FL

- Attend monthly networking events to stay updated on industry trends and expand professional connections within the casino and hospitality sectors.
- Participate in discussions and workshops on improving customer experience and operational efficiency in high-end casinos.

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## Education

### Associate Degree in Gaming Management


Miami Dade College


Graduated: May 2015


### VIP Hospitality Certification


Florida Casino School, Issued: October 2021


## Skills


Expertise in Baccarat, Mini-Baccarat, and Punto Banco 

Exceptional VIP client service and relationship management 



Advanced chip tray and table management 

Proficient in game etiquette, high-limit protocol, and confidentiality standards 

Bilingual in French and English, enhancing communication with international clientele 

Strong understanding of casino security, compliance, and regulatory practices 

## Languages

 Chinese — Fluent  French — Fluent