



ROSE-AN V. MASCARENHAS

Contact

-  Ho No 126 Condy Quepem
Goa, India 403705
-  +639193170087
-  <https://www.linkedin.com/in/roseanmascarenhas>
-  rhanverzosa25@yahoo.com

Objective

To be a part of dynamic organization that provides continuous personal improvement and career growth. To be able share my acquired knowledge, experience and skills.

EDUCATION

-  **Rizal Technological University**
Bachelor of Science in Computer Engineering
2000-2006
San Miguel, San Rafael Quiapo Manila
-  **Victorino Mapa High School**
1996-2000
San Miguel, San Rafael Quiapo Manila
-  **Pedro Pelaez Elementary School**
1990-1996
Domingo Santiago St. Sampaloc, Manila

Employment History

Carnival Cruise Line and PLC

Miami, Florida USA (Sea-based)

All Game Dealer [Jun 2013 - May 2022]

- ➔ Deals all games to all levels of patrons on any vessel, with minimum supervision and without making errors in payouts or procedure laid down in the company's Gaming Manual.
- ➔ Deal games in a non-intimidating, friendly and professional manner and assist in any duties of a safety nature as requested by the Ship's Command.
- ➔ Keep Supervisors informed by means of clear commentary on all operations and transactions as well as reporting any dispute or argument concerning a Guest to the immediate Supervisor.
- ➔ Participate in day-to-day operational needs as deemed necessary by the Casino Management.

Thunderbird Resorts Rizal

Binangonan, Rizal Philippines

Casino Dealer [Jun 2010 - Jun 2013]

- ➔ Operate gambling tables and games.
- ➔ Ensure the rules of the game and house are being followed.
- ➔ Determine winners, pay out winning bets and collect losing bets.

Resorts World Genting

Darul Makmur, Pahang Malaysia

Croupier [Jan 2007 - Mar 2010]

ViVa Video City G.Tuazon

G.Tuazon Sampaloc Manila, Philippines

Customer Service Associates [Apr 2003 -Apr 2004]

- ➔ Perform Rental, Return and Sales of DVD, VCD and VHS
- ➔ Manages customer concerns with the objective of maintaining positive customer relationships, assist them if needed.
- ➔ Recommend products.
- ➔ Make calls for retrieval of item.
- ➔ Gather new member of the store.
- ➔ Inventory every end of the month

ViVa Video City Farmers Plaza

Farmers Plaza Mall Cubao, QC Philippines

Customer Service Associates

CERTIFICATION

- Standards of Training, Certification, and Watchkeeping
- Fire Prevention and Fire Fighting
- Elementary First Aid
- Personal Safety and Social Responsibilities
- Personal Survival Technique
- Crowd and Crisis Management
- Anti-Money Laundering Act
- Data Privacy and Cyber Security Awareness
- Social Media Policy
- Service Excellence and Guest Connection

CHARACTER and TRAITS

- Highly motivated and driven, with strong desire to excel.
- Proven ability to work in any area.
- Skilled in learning different things.
- Initiative with a high level of energy.
- Tolerant and flexible to different situations.
- Passion for continuous learning and personal growth.

INTEREST and HOBBIES

- • Sports
- • Social Media
- • Movies
- • Trivia
- • Puzzles
- • Camping
- • Hiking
- • Photography
- • Music

OTHER INFORMATION

Nationality:	FILIPINO
Religion:	ROMAN CATHOLIC
Marital Status:	MARRIED
Age:	39
Height:	160cm
Weight:	56kg