

RODERICK SURBAN SISCAR

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Career Highlights

- 14 years of technical support and customer service in the casino industry
- Strong Computer hardware and software repair and maintenance skills
- Experienced in EBet and ACE Slot Accounting System
- Experienced in wide variety of slot machine manufacturers
- Strong customer service skills and can work under pressure
- Responsible employee who has clean record in the casino industry

Work Experiences

Senior Electronic Gaming Technician 2019 - present

Electronic Gaming Technician 2016 – 2019

Pan Asia Sole Company Limited - 7 years and counting

Summary of Responsibilities:

- Develop a culture that promotes and maintains a high level of morale amongst the team, and develops positive working relationships with all related departments.
- Build an environment where staff has the opportunity to develop personally and professionally, fostering a harmonious workplace and ensuring that they be recognized for their consistent contribution towards attaining departmental and company goals.
- Promote the importance of positive customer relations and ensure a safe and clean environment for the casino customers
- Deliver a quality customer experience, in a welcoming and entertaining environment, providing value and always conducted with integrity.
- Maximize the productivity of technicians and other contractors ensuring that all repairs configurations/installations and maintenance is completed in a timely manner with minimal down time and disruption.
- Inspect and test new software, hardware and Gaming Machines for use in all Pan Asia Sole Company Limited casino venues operated by. Report new faults and other relevant information to manufacturers as required.

Casino Technician May 2013 – Sept. 30, 2016

Silver Heritage Technical Services 3 years

Accomplished Projects:

- 2013- we installed ACE Slot Accounting System in Dansavanh Casino
- 2015- I was sent to Bac Ninh, Vietnam to help transferring our machines to the new Casino Venue of Phoenix Club.
- 2016- Assigned in ST Vegas Slot Club in Vientiane Lao PDR to assist in DGRT Slot system installation our machines.

Summary of Responsibilities:

- Responsible for installation and maintenance of different electronics devices in the casino such as computers, printers, slot machines and its peripherals.

- Handle customer issues and approval of F&B.
- Process spare parts request and resolution of on-going technical issues.
- Provide technical trainings for the new technician and manage local staffs
- Assigned various locations within Laos and Vietnam

Technical Staff January 2010 – May 2013

WAZ LIAN Management Philippines 3years and 4 months

Summary of Responsibilities:

- Ensure zero downtime in the casino and 100% Customer Satisfaction.
- Performs RAM Resetting and reconfiguration of Slot machines
- Creating Monthly reports regarding the machine operations
- Maintaining, Troubleshooting and repair of Slot Machines
- Maintaining, Troubleshooting and repair Computers, Servers and Network in the casino.
- Repairing of Computer monitors, power supplies and printers.
- Installing Software such as MS. Windows, MS Office, Antivirus and other.
- Maintaining, Cleaning and repairing of JCM and GPT Bill Acceptors
- Upgrading and calibration of JCM and GPT Bill Acceptors
- Networking

Education

College

BS Electronics and Communications Engineering 2001-2006

Unibersidad de Manila (formerly City College of Manila)

Aroceros St., Intramuros, Manila

Trainings Attended:

CCNA Fast Track

January 16-20, 2012

MNET IT Training Solutions

6th Floor, Harvester Bldg. P. Tuazon Street, Cubao, Quezon City

Character References:

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