

# Charles Ng

Vancouver, BC

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## Technical Skills

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### Frontend Development

TypeScript / JavaScript

React.js / Next.js 15

HTML5 / CSS3 / Tailwind CSS

Responsive Design / UI/UX

### Backend & Data

SQL / PostgreSQL / MongoDB

REST APIs / GraphQL

Node.js / Apache

### Business Applications

Microsoft Excel / VBA

Power Query / Access

Process Automation

Business Intelligence

Data Analysis & Visualization

### Tools & Platforms

Linux Debian / Windows

Git / Version Control

Raspberry Pi / Self-hosting

HTTPS / SSL Configuration

VS Code / Cursor

## Education

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### Bachelor of Business Administration

Capilano University

*117 credits completed*

Key courses: Project Management, Operations Management, Performance Management, Organizational Behavior, Managing Change

## Professional Experience

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### Casino Shift Manager

Grand Villa Casino

*Relief 2022-2024 / Full-time 2024 – Present*

- Report and manage casino operations and performance
- Develop automated tools
- Build business intelligence dashboards
- Schedule Table Games and Slot employees bi-weekly and manage time-off requests
- Prepare annual shift pick schedules
- Manage employee performance and discipline
- Ensure regulatory compliance

### Relief Casino Manager

Parq Vancouver

*2021 – 2022*

### Pit Manager

Parq Vancouver

*Relief 2014-2017 / Full-time 2017 – 2022*

- Developed scheduling systems and vacation logging
- Compiled various performance reports
- Created VBA tools for administrative automation

### Dealer Supervisor

River Rock Casino Resort

*2012 – 2014*

- Supervised gaming operations and trained staff
- Ensured game integrity and protected assets
- Tracked players' plays and transactions

### Dealer

River Rock Casino Resort

*2010 – 2012*

- Dealt table games with accuracy and integrity
- Maintained table security