

Charles Ng

Vancouver, BC
778.968.4668
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hellocong.com/resume

Education

Bachelor of Business Administration

Capliano University

Not graduated

Completed 117 credits, including:

Project Management
Operations Management
Performance Management
Workplace Development
Organizational Behavior
Managing Change

Technical

HTML / CSS
JavaScript / TypeScript
React.js / Next.js
SQL / PostgreSQL / MongoDB
REST / GraphQL
Tailwind CSS / Headless UI
Apache / Node.js
Microsoft Excel / Word / Access / VBA
Linux Debian 11 / Windows 11
UI / UX Design

Languages Spoken

English
Cantonese
Mandarin (limited)

Experience

Relief Casino Shift Manager

Grand Villa Casino

2022 – Present

Relief Casino Manager

Parq Vancouver

2021 – 2022

Oversaw casino operations
Reported casino performance to leadership team
Liaised with other internal departments and external entities, such as BCLC
Managed associates' performance, including issuing discipline
Resolved, reported, and/or escalated issues as necessary

Pit Manager

Parq Vancouver

2014 – 2021

Scheduled associates to maximize productivity
Ensured compliance with BCLC SP&P, AML, and FINTRAC
Developed new systems for floor scheduling, bidding, and vacation logging
Improved/steamlined/automated procedures, policies, and systems proactively
Compiled reports as assigned
Audited player tracking/ratings and table performance
Calculated labor costs and utilization

Dealer Supervisor

River Rock Casino Resort

2012 – 2014

Protected all gaming assets in assigned pit
Ensured games are dealt and played with integrity
Tracked and rated players diligently
Coached Dealers to improve performance, and compliance with policies and procedures
Trained Dealers on new games

Dealer

River Rock Casino Resort

2010 – 2012

Dealt table games with integrity and accuracy
Maintained table control and game security
Provided excellent customer service