

## David Chang

### Casino Bartender

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**Casino bartender with eight years of experience serving guests in high-volume, 24/7 casino environments. Skilled at rapid drink preparation, upselling, and maintaining guest engagement in a dynamic setting.**

## Professional Experience

### Casino Bartender

*Bellagio Resort & Casino, Las Vegas, NV | May 2020 - Present*

- Prepare and serve an average of 400 drinks per shift in a fast-paced casino bar setting
- Engage with guests to enhance their experience, leading to a 15% increase in repeat customers
- Upsell high-end liquors and specialty cocktails, increasing premium liquor sales by 25%

### Bartender

*MGM Grand Casino, Las Vegas, NV | September 2015 - May 2020*

- Provided quick, high-quality drink service to guests playing at gaming tables and slot machines
- Assisted in training new hires on speed bartending techniques and customer service best practices

## Education

### Bachelor of Arts in Hospitality & Tourism Management

University of Nevada, Las Vegas, NV | June 2015

## Key Skills

- High-volume bartending - Expert
- Customer engagement - Proficient
- Upselling premium spirits - Competent
- Speed and accuracy - Amateur
- Casino environment experience - Beginner

## Certifications

Techniques of Alcohol Management (TAM) Certification | August 2015