

Carl David Ericson

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Objective

My ideal job has always involved considerable customer contact, presented ongoing challenges, and utilized as much of my technical expertise and exceptional customer service experience as possible.

Employment History (2002 - Present)

November 2007 – Present

Las Vegas, NV & Zephyrhills, FL

Not Employed - Disabled by Neurological Disorder

Have a rare Neurological Disorder called Stiff Person Syndrome. Correct diagnosis took more than nine years and required temporarily relocating to Tampa, Florida. Currently receiving treatments which help control symptoms and negate the possibility of being a liability to a potential employer, although minor accommodation may be necessary.

June 2007 – November 2007

Las Vegas, NV

Slot Mechanic - The Orleans Hotel and Casino

- Responsible for the maintenance, repair, performance, and software updates of all bill validators in up to 3000 machines.
 - Ordered and controlled all parts and spare stock.
 - Models included Mars SC66, JCM WBA, and JCM UBA.
- Responsible for all repairs and preventive maintenance of ticket redemption / change kiosks from Western Money Systems, including NCR pick modules.
- Assisted in the troubleshooting and repairing of slot machines from manufacturers including IGT, Bally (Alpha), WMS, Atronic, Aristocrat, and Konami, etc. and resolving customer disputes.

April 2006 – April 2007

Las Vegas, NV

Slot Technician II - Silverton Casino

- Maintained and repaired, troubleshooting to board level, more than 1400 slot machines.
- Assured game communication issues in CDS player tracking were recognized and resolved quickly.
- Responded promptly to floor personnel and supervisor requests, providing excellent customer service to guests.
- Participated in machine moves, installs and conversions.

June 2003 – March 2006

Fife & Tacoma, WA

Slot Technician III (Tribal Lottery System) - Emerald Queen Casino

- Maintained and repaired, troubleshooting to board level, more than 2500 slot machines at two casinos operated by the Puyallup Tribe.
- Responded to floor personnel, supervisor and drop team requests promptly.
- Participated in machine moves, installs and conversions.
- Always provided customer service which exceeded guests' expectations.

September 2002 – March 2003

Lincoln City, OR

Slot Floor Technician - Chinook Winds Casino

- Maintained and repaired more than 1200 slot machines at this casino operated by the Confederated Tribe of Siletz Indians.
- Responded to floor personnel, supervisor and drop team requests promptly.
- Participated in machine moves, installs and conversions, including converting machines to Ticket-In-Ticket-Out
- Provided excellent customer service to guests at all times.