

MacKenzie Gilbertson

360.266.7345
Kenzieg7@msn.com

EXPERIENCE

SEPTEMBER 2020 – PRESENT

OFFICE RECEPTIONIST/BOOKKEEPER, HAROLD SORENSEN TRUCKING

Send out invoices to customers, answer phone calls and emails in a timely manner, make bank deposits, reconcile accounts, send out checks to vendors, weekly payroll, and experience with Quickbooks.

MARCH 2019 – FEBRUARY 2020

CALL CENTER SUPERVISOR, LUCKY EAGLE CASINO & HOTEL

Make call center and bus schedules, do budget and variance reports, attend weekly meetings, ensure payroll is completed biweekly, and making sure guest service standards are met at all time.

MAY 2018 – MARCH 2019

PLAYER DEVELOPMENT CONCIERGE, LUCKY EAGLE CASINO & HOTEL

Greet VIP' when they come into the VIP lounge, ensure the VIP lounge is fully prepped and ready for VIPs at all times, make confirmation calls for hotel rooms, events, and Great Wolf Lodge, issue complimentary benefits, and understand regulatory, Tribal, casino and department rules, regulations, policies, and procedures.

DECEMBER 2017- MAY 2018

PLAYER'S CLUB SUPERVISOR, LUCKY EAGLE CASINO & HOTEL

Be up to date with casino policy's, supervise representative's, be able to handle guests' disputes, able to open and close Player's club.

MARCH 2016- DECEMBER 2017

PLAYER'S CLUB REPRESENTATIVE, LUCKY EAGLE CASINO & HOTEL

Sign up new quests, learn all new promotions, be able to tell and answer any questions guests have about promotions, able to direct them to restaurant venues, handle money, and answer calls.

EDUCATION

SEPTEMBER 2013- MARCH 2015

CENTRAL WASHINGTON UNIVERSITY

AWARDS

- Nominated for Team Member of the month in October 2017
- Perfect attendance at Lucky Eagle Casino & Hotel in 2016, 2017, 2018, and 2019.

REFERENCES

- Available on request.