

KATHI MECI

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--GAMING & BUSINESS CONSULTANT--

Overview

Core Competencies

- Casino Operations Management & Optimization
- Pre-opening Planning & Development
- Casino IT Systems Analyses & Recommendations
- Leadership & Teambuilding
- Training & Development
- Regulatory Compliance
- Honesty & Integrity Always

Accomplished and experienced gaming industry professional; hands-on analytical operator; driving force of successful gaming operations and casino openings. Combines astute strategic and business skills with an impeccable work ethic and drive for success. Enthusiastic, forward-thinking, self-starter recognized as a peak performer.

Experience & Expertise

MANAGEMENT AND CASINO OPERATIONS

Lead and mentor human capital, create and implement high customer service standards and ensure staff compliance. Conduct ongoing operations audits to evaluate operating efficiencies, asset protection, regulatory and internal control compliance, communications and relationships. Analyze business volumes and align FTEs and scheduling to maximize coverage and minimize payroll and associated costs. Create and develop business processes, casino game layouts and game mix that maximize performance and profitability, and that minimize theft, cheating and advantage play opportunities; identify and close gaps that facilitate the same. Build performance standards, communicate expectations and hold staff accountable. Monitor and manage table betting minimums and maximums with goal of maximizing table yields and minimizing exposure to volatility. Prepare budgets, study and analyze performance and strategize improvements. Coordinate marketing efforts with all operations departments, develop players and player database and create complimentary criteria.

CASINO RESORT PLANNING AND DEVELOPMENT

Direct architects and interior designers on the placement of gaming products, critical functions, and customer and employee navigation of properties; layout and program back of house functionality and front of house operations within casino-resort development. Create, maintain and execute compendiums and associated tasks including FTEs, compensation, purchasing, forms, uniforms and collateral. Evaluate, analyze and recommend IT software solutions and equipment for table games, slot and poker operations and casino management. Identify and develop business processes in conjunction with government regulations and internal controls.

INFORMATION TECHNOLOGY

Conduct needs analyses for operating systems, equipment and other technology, evaluate products, suppliers and software applications, conduct gap analyses and collaborate with suppliers to reduce gaps. Make systems, equipment and supplier recommendations, train end-user staff. Manage project for player tracking, player rewards and playing card management applications, collaborate and liaise with suppliers and developers to create new products and enhance existing products.

HUMAN RESOURCES AND TRAINING

Recruit, interview, hire, onboard and train staff. Create, develop and execute training programs targeted to executives, managers, supervisors and entry-level staff. Develop job descriptions,

orientation and development programs. Prepare and present regulatory, legal and special skills training. Create and present general HR management programs such as coaching, communication skills, cultural diversity, employee relations, project management, implementing and managing change, and supervisor and manager skills. Build training schools to facilitate classroom and technical training, game and asset protection, and policies and procedures.

Achievements

- Generated slot win per unit per day of US \$600, exceeding market average of US \$189 by deploying new product and comfortable seating.
- Surpassed budgeted win per table game by 30% using table yield management practices, optimizing business processes and deploying advanced technology and equipment.
- Reduced staff headcount by 23% by aligning FTEs with business volume.
- Increased dealer productivity resulting in 12% annual increase in table games win.
- Improved customer service resulting in longer customer playing times equating to 16% increase in table drop and 9% reduction in table games staff turnover.
- Reduced maximum poker table seats on 45 tables resulting in US \$4,500 in incremental revenue per day.
- Reduced slot jackpot waiting time by 25% through customer service training and improved business processes.
- Led table games and poker operations to number one revenue generator in geographic area - revenue dropped to number three spot first full month after my handover.

Clients, Projects & Employment

Nevele Resort, Casino & Spa / Chief Operating Officer <i>Ellenville, NY USA</i>	Dec 2013 - Present
Consultant <i>Various clients, projects and locations</i>	Apr 2011 - Dec 2013
Internal Consultant / President Table Games Services <i>Parx Casino, Bensalem, PA USA</i>	Dec 2009 - Apr 2011
Internal Consultant / General Manager <i>Aruze Corp., Tokyo, Japan</i>	Jan 2009 - Dec 2009
Vice President Table Games and Poker <i>Pechanga Resort Casino, Temecula, CA USA</i>	May 2008 - Oct 2008
Consultant (inactive during employment at Wynn) <i>Various clients, projects and locations</i>	Sep 2002 - May 2008
Vice President Casino Operations <i>Wynn Macau, Macau, SAR China</i>	Oct 2003 - Sep 2006
Director Player Development and Host Operations <i>Beau Rivage, Biloxi, MS USA</i>	Sep 2001 - Aug 2002

Education

- Associate of Applied Science, Management, honors graduate, College of Southern Nevada, Las Vegas, NV
- Human Resource Management certification, University of Phoenix, San Diego, CA
- Certified TEFL instructor, Villanova, PA

Professional Organizations & Activities

- Presenter, University of Nevada Las Vegas, Singapore, Executive Education
- Volunteer, University of Southern Mississippi, Partnering with Professionals
- College of Southern Nevada Hospitality, Advisory Board
- Adjunct instructor, College of Southern Nevada
- Speaker, Global Gaming Exposition (G2E)
- Member, American Society for Training & Development (ASTD)
- Speaker, World Game Protection Conference
- Judge, International Gaming Awards