

# KRISHA CARLA MARQUEZ



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Customers deserves to feel valued and appreciated — I'm here to elevate their experience everytime.

## Professional Experience

### Casino Host | Great Canadian Entertainment

*Present*

- Build and maintain strong relationships with high ADT players through invitations, visibility & events
- Execute player development initiatives by inviting lapsed guests in Google looker to exclusive promotions, special events, and campaigns
- Deliver high-touch service to enhance player satisfaction, drive loyalty, and maximize revenue opportunities
- Maintain a visible presence on the gaming floor, strengthening rapport and brand trust with premium guests
- Collaborate with marketing and casino operations teams to support property promotions and loyalty program engagement
- Monitor player activity and assist with comp allocation based on theoretical value, betting style, and guest tier
- Ensure accurate tracking of guest communication, reservations, and event participation using CMP.

### Cage Supervisor | Great Canadian Entertainment

2022-2025

- Supervised multi-shift financial operations, ensuring compliance with gaming regulations and internal controls
- Managed team performance, conducted training, and led scheduling to optimize service delivery and accountability
- Supported cross-department collaboration and guest dispute resolution with discretion and professionalism

### Marketing & Sales Representative | Autodistrict Car Dealership Inc.

2022 – 2023

- Built a portfolio of high-value clients through tailored sales support and follow-up communication
- Utilized upselling strategies and client profiling to deliver 90% customer retention
- Contributed to brand loyalty through proactive after-sales service and personalized engagement

### Executive Property Officer | SM Development Corporation

2016 – 2022

- Managed end-to-end sales and client service processes for large-scale real estate portfolios
- Delivered consistent results in onboarding, documentation, data entry, and customer satisfaction
- Recognized multiple times as “Top Employee” for exceeding targets and delivering outstanding service

## Volunteer Experience

### Committee Head | Alabang New Life Philippines

2011-2022

- Led and supported weekly community events with hundreds of attendees, handling stage management, hosting, ushering, and food service with consistency & professionalism
- Created welcoming environment through reliable weekend participation and hands-on leadership in all event operations

## Education

### Humber College – North Campus, Etobicoke

2023

*Business – Marketing Diploma*

- Dean's Lister

### University of Santo Tomas - Manila, Philippines

2015

*Bachelor's Degree ( WES International Equivalent),*

- Best Thesis Award

## Skills

- VIP Relations | High-Stakes Guest Service
- Casino Loyalty Programs & Promotions
- Sales Strategy & Client Retention
- Upselling & Revenue Optimization
- Guest Tracking & Player data management
- Conflict Resolution & Complaint Handling
- Excellent Interpersonal Skills
- Fluent in English and Tagalog
- Proficient in Microsoft Office
- Already Available for non-traditional hours

## Additional Information

- Security Clearance: ACGO Gaming Registration CAT 1 - *Valid until May 2026*
- Smart Serve Certified - Ontario - *Valid until 2028*
- Personable, enthusiastic and effective in high - traffic environments