

H. OMER AKTAS

Casino Operations Manager / Assistant Gaming Manager / AI Reporting Lead

Paramaribo, Suriname | CasinoOpsAI.com | ChipsAndTruths.com | LinkedIn: H. Omer Aktas

Professional Summary

Thirty years in casino operations across seven countries, from dealer and cage roles to pit manager, surveillance manager, casino manager, casino shift manager and casino systems implementation. Strongest value: real casino operating judgment combined with current reporting, SOP, systems and practical AI workflow capability.

Available for the right full-time, interim or contract-to-hire casino role where floor control, reporting discipline, department coordination and modern workflow capability can create value.

Role Targets

- Casino Shift Manager / Assistant Gaming Manager
- Casino Systems & Reporting Manager
- SOP, Training & Workflow Lead
- Casino Operations Manager / Senior Operations Support
- Casino Operations & AI Reporting Lead
- Interim Operations / Reporting Improvement Role

Key Skills

- Table games operations: Baccarat, Blackjack, American Roulette, Caribbean Stud, Sic Bo and related floor controls.
- High-limit / VIP floor operations, junket handling, game pace, betting limits, approvals and disputes.
- Dealer supervision, training school structure, rosters, breaks, shift coverage and performance feedback.
- Game integrity, card and equipment control, suspicious-play indicators and procedural enforcement.
- Cash desk / cage coordination, payout routines, approvals, handovers, variances and reconciliation discipline.
- Surveillance incident reporting, game-protection review, evidence notes and escalation support.
- SOP writing, internal controls, audit checklists, exception logs, training notes and staff instructions.
- CMS / CTS use, casino system rollout, Excel reporting, pivot tables, player-tracking validation and AI-assisted review.

Professional Experience

Casino Shift Manager | Nov 2022 - Jan 2026

Ramada Princess Casino | Paramaribo, Suriname

- Directed daily operations of a 14-table live games floor, including high-limit Baccarat for international VIP clientele.
- Supervised dealers and floor staff, maintained rosters, reinforced procedures and handled real-time escalations.
- Authored an internal Policy & Procedures manual aligned with Gaming Control Board Suriname requirements.
- Managed payout disputes, rule interpretations, suspicious play concerns and guest conduct with written follow-up.
- Validated player-tracking data for VIP commissions and used AI-assisted review to strengthen audit accuracy.
- Built Excel-based reporting for drop, win/loss performance and attendance trends.

Casino Pit Manager | Nov 2019 - Oct 2022

Atlantis Casino | Paramaribo, Suriname

- Supervised pit operations, table procedures, betting limits, approvals and guest-handling standards.
- Built and delivered a dealer training school for new staff using step-by-step instruction and live-floor scenarios.
- Escalated procedural deviations, integrity red flags, unusual betting patterns and suspicious-play concerns.
- Resolved guest disputes with calm de-escalation and documented, traceable outcomes.
- Prepared American Roulette complete-bet limit and payout tables for management and inspector use.

Casino Manager | May 2018 - Oct 2018

Casino Elegance | Paramaribo, Suriname

- Led operational reorganization of a high-traffic downtown casino with 140 premium slot machines and six gaming tables.

- Defined floor workflows, table-management routines, slot operations and escalation procedures.
- Improved shift execution through stronger controls, staff coordination and clearer exception handling.

Casino Manager | Mar 2015 - Apr 2018

Golden Dragon Casino / Ambassador Casinos | Paramaribo, Suriname

- Managed a downtown gaming venue with 110 slot machines and a 150-seat Bingo Hall.
- Coordinated gaming floor, cage operations and guest services during daily casino activity.
- Standardized payout handling, jackpot and handpay coordination, exceptions and guest dispute routines.
- Produced internal reporting on machine downtime, incidents and customer issues to guide improvements.

Surveillance Manager | Feb 2012 - Feb 2015

Ambassador Casino | Paramaribo, Suriname

- Directed surveillance over 12 live tables, 130 slot machines and cage cash/chip transactions.
- Reviewed live and recorded play for procedural breaches, settlement disputes and suspicious behavior.
- Produced time-stamped incident reports and turned recurring issues into clearer game-protection procedures.

Earlier Career Highlights

Internal Auditor | Jan 2007 - Sep 2008

Zodiak Casinos | Kazakhstan, Kyrgyzstan & North Cyprus

- Designed internal control procedures and verified data accuracy across gaming, cage and surveillance departments.
- Performed operational audits, documented process gaps, control failures, recurring risk patterns and corrective actions.
- Built audit checklists, evidence standards and exception logs to strengthen traceability.

Project Manager - Casino Systems Implementation | Jul 2004 - Dec 2006

Zodiak Casinos | Kazakhstan - five locations

- Led rollout of casino operations software across surveillance, cage and live games workflows.
- Translated floor workflows into system requirements, reporting routines, business rules and exception tracking.
- Delivered train-the-trainer programs, SOPs and documentation for consistent adoption across five locations.

Assistant Casino Manager | May 2003 - Jun 2004

Zodiak Casinos | Almaty, Kazakhstan

- Supported the General Manager in daily operations of a 12-table gaming floor.
- Handled house rules, limits, staffing coverage, service standards, disputes and operational exceptions.

Casino Pit Manager | Dec 1999 - Dec 2001

American Chance Casinos | Znojmo, Czechia

- Ran shift operations for an 18-table live games floor near the Austrian border.
- Maintained controls, game integrity and service standards for key international player groups.

Surveillance Supervisor | Nov 1998 - Nov 1999

American Chance Casinos | Rozvadov, Czechia

- Directed CCTV surveillance for a 16-table gaming floor near the German border.
- Investigated fraud indicators, advantage play, procedural violations and disputes with pit, security and cage.

Casino Pit Manager / Table Games Inspector | Dec 1992 - Feb 1998

Movenpick Princess Casino | Istanbul, Turkiye

- Supervised a 16-table live games floor, including high-roller operations and Israeli junket play.
- Trained 30+ dealers and inspected Blackjack, Roulette, Caribbean Stud Poker, Punto Banco and Sic Bo.

Cage Management & Dealer-Inspector Roles | Sep 1988 - Oct 1992

Dedeman / Cesars / Casino Int'l Brno / TGI Ankara Hilton | Turkiye & Czech Republic

- Managed or supervised cage operations for casinos with up to 16 live tables and 120 slots.
- Handled cash, balancing, end-of-shift reconciliation and high-volume junket conditions.
- Dealt and inspected American Roulette, Blackjack, Punto Banco, Craps and 7-Stud Poker for international clientele.

Languages & Operating Context

Languages: English and Turkish-native, with practical multicultural communication experience from international casino operations.

Operating context: 24-hour casino environments, VIP and high-limit floors, smoking gaming environments, cross-department reporting, casino systems and multicultural player/staff groups across Turkiye, Czech Republic, Kazakhstan, Kyrgyzstan, Cyprus and Suriname.

Website and Review Links

Website: <https://casinoopsai.com>

CV / Work History: <https://casinoopsai.com/en/casino-operations-cv/>

For Casino Employers: <https://casinoopsai.com/en/for-casino-employers/>

Contact / Role Discussion: <https://casinoopsai.com/en/contact/>

Hiring Manager Brief PDF: <https://casinoopsai.com/media/h-omer-aktas-hiring-manager-brief.pdf>

Executive Profile PDF: <https://casinoopsai.com/media/h-omer-aktas-casino-operations-ai-profile.pdf>