

AMANDA WASSERMAN (Dunye)

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Professional Profile:

- ❖ 19 years local and international experience in all aspects Casino Surveillance and Security - Director level.
- ❖ 5 years local experience in investigations of private, civil and corporate matters.
- ❖ Sound knowledge of overall Casino operations, retains investigative techniques and report structures.
- ❖ Methodical, professionally committed and responsible.
- ❖ Skilled in the logistics of establishing Surveillance/Security departments - both land based and ship based.
- ❖ Accomplished at conducting assessments of existing operations and formulating recommendations.
- ❖ Conversant with current legislation pertaining to the Security field.
- ❖ Ability to enhance departmental operational efficiency through implementation of progressive training and assessment programs.
- ❖ Energetic approach to achieving corporate visions.
- ❖ Adapt easily to new situations and operate well in a fast paced environment.
- ❖ Presentable - Te Cherie school for Modelling and Department & Cleopatra International School of Modelling .
- ❖ Extensive working experience in South Africa, South East Asia - Malaysia, Thailand, Hong Kong, Singapore, Indonesia, China, Greece
- ❖ KZN Gambling Board - Registered as a "Special Employee" No# CAS 0699 - Gaming License.

Career Profile

- ❖ Current In Focus Security Analysts (Durban, South Africa) currently registered as ISASA Security Training cc. – Responsible for conducting various CCTV surveillance training courses for CCTV control room operators; Auditing and setting up of control rooms.
- ❖ 2002 – 2005 – Tsogo Sun Suncoast Casino – Surveillance specialist Responsible for training of surveillance staff NQF assessments and moderations and the overall departmental surveillance administration.
- ❖ 2000-2002: Sugar Mill Casino (Sun International, Durban, South Africa). Shift Manager / Surveillance Training Manager. Assisted with the set-up of the Surveillance Department and training of personnel.
- ❖ 1999-2000: Van Staden & Associates. (Private Investigation Company based in Durban, South Africa) Investigative Secretary and Private Investigator. Responsible for the administration and recording of commercial, civil and cooperate investigations conducted.
- ❖ 1997-1998: Star Cruises. Re-joined as Assistant Surveillance Manager onboard various vessels.
- ❖ 1996-1997: Hyatt Regency Hotel and Casino (Thessaloniki, Greece). Surveillance Manager. Established the Surveillance Department from interview and selection of staff through to layout of the camera room and implementing of training programs and full running operation of the camera room and Surveillance Dept.
- ❖ 1994-1996: Star Cruises (Cruise line based in South East Asia). Progressed to on-board Surveillance Director. Worked extensively in the region onboard several vessels. Instrumental in establishing and training of the surveillance department and staff.
- ❖ 1987-1994: Sun International. Started in the cashier department and attained position of senior A cashier. In 1991 transferred to the Surveillance Department and attained the position of Surveillance/Security Duty Manager. Acquired thorough training in all aspects of the Surveillance and Security operation. Worked at three units - Morula Sun, Taung Sun and The Carousel.
- ❖ 1985-1987: First National Bank of Southern Africa. Manager of banking agency. Duties included teller, foreign exchange consultant, Public Relations officer, switch board/telex operator, General Banking.

Professional Qualifications - Diplomas, Certificates and Courses Attended

Original copies can be submitted upon request.

2006	Certificate- Basic Training- ADPRO Video Central and Fast Trace	Vision Systems - ADPRO
2005	Certificate- Unit Std: 117705 Demonstrate Knowledge of Firearms Act	Durban Firearms Training Academy
2005	Certificate of Service	Tsogo Sun- Suncoast Casino
2005	NQF- Moderator Accreditation (Unit Std 7977)	Ulwazi Training-(Theta) ETDP-SETA
2004	NQF-Assessor Accreditation (Unit Std 7978)	Ulwazi Training (Theta) ETDP-SETA
2004	Money Laundering	Suncoast Casino- Tsogo Sun
2004	First Aid level 1	Wendy Syers Training – Dept of Labour
2002	The Dream Team	Suncoast Casino – Tsogo Sun
2002	Armament Systems & Procedures	ASP Tactical Baton
2002	Occupational Health & Safety – SHE representative	NOSA
2002	CCTV surveillance Skills	Leaderware
2001	Certificate of Registration – CAS 0699	KZN Gambling Board
1999	Basic course in the Investigation of Solving Crime and Civil Matters	Techinkon Certificate
1998	Basic Handgun Course	Snipers Academy
1995	Rescue Diver	Reef Divers - PADI
1994	Industrial Relations for Managers	Sun International
1994	Openwater 1 – Scuba Diver	Reef Divers- PADI
1994	Openwater 11 – Scuba Diver	Reef Divers- PADI
1993	<i>Diploma- Security Management</i>	<i>Newport University- Executive Education</i>
1993	Basic Handgun Course	Academy of markmanship
1993	Emergency First Aid	The St. John Ambulance Foundation
1993	SASA Security Management Course	Security Association of South Africa
1993	World Class Winners	Sun International
1992	5 year Service Award	Sun International
1992	Interview and Selection	Sun International
1992	Appraisal Skills	Sun International
1991	CCTV Elementary Training course	Teljoy Rediffusion
1991	Middle Management	CTU Maccauvlei
1991	Surveillance Basic	Sun International
1991	Lotus 1-2-3 Basic	Sun International
1989	Lotus Beginners	Sun International
1985	Membership - IBSA	The Institute of Bankers South Africa
1985	Teller- with distinction	Barclays Bank of Southern Africa
1985	Front line official	Barclays Bank of Southern Africa
1985	Diploma – Modelling & Department	Cleopatra International School of Modeling
1984	Matric Certificate (Std 10)	Joint Matriculation Board – Iona Convent
1981	Diploma – Modelling & Department	Te Cherie School for Modelling
1972	Beginners Life Saving Certificate	South African Life Saving Society

Personal Reference Letters

Original copies can be submitted upon request.

Securicor MIB Manager– Mr. JH Barnard
 Suncoast Executive Director – Mr. Mike Dowsley
 Sun International Surveillance Manager – Mr. Patrick Viljoen
 Star Cruises - Mr. Felix Ling
 Star Cruises – Dana Leibovitz
 Sun International – Mr. Herman Franken
 Sun International – Mr. P Viljoen
 Sun International – Riaan Van Rooyen

In House Training Received

- ❖ Intelligence & Interrogation Course - Sun International
- ❖ Casino Slot Machine EPROM & Operational Course - Sun International
- ❖ Casino Table Training - BJ, AR, PB, DICE, TWO-UP - Sun International
- ❖ Casino table Training - Baccarat, Tai Sai - Sun International

Training Courses Conducted

- ❖ Surveillance-Basic CCTV Operators Skills Training(Certified)
- ❖ Surveillance- Advanced Observations & Body Language Skills Training(Certified)
- ❖ Casino Security / Surveillance Course Practical (Operator/Officer - Management Level)
- ❖ Casino Security /Surveillance Course Theoretical (Operator/Officer - Management Level)
- ❖ Casino / Slots Cheater Activity & Game Protection Course
- ❖ Basic Table Training - BJ, AR, PB - Surveillance Techniques
- ❖ Basic Cash Desk Training - Surveillance Monitoring Techniques
- ❖ Investigation Techniques
- ❖ Slot Machine Operational Course
- ❖ CCTV Basic Operation Course - CCTV Monitoring Techniques

Personnel / Human Resources Skills:

Skilled in interview and selection, formulating job specifications, design and implementation of training and assessment programs, personnel record management, disciplinary procedures, daily and vacation scheduling. Skilled in workshop facilitating and training co-ordination.

Communications Skills

- ❖ Fluent in English and Afrikaans with a good understanding of Greek.
- ❖ A confident group speaker, whether training or conducting group presentations.
- ❖ Communicate effectively with different nationalities and with all levels of personnel.
- ❖ Maintain professional client liaisons.
- ❖ Perceptive to body language.

Computer & Administrative Skills

- ❖ Computer literate. Competent in general office programs i.e. Lotus 1-2-3, Quattro, Word, Ami Pro, Microsoft Office 2000/2003, Excel, Windows 95-98, XP 2000, PowerPoint, E-mail and Internet access procedures.
- ❖ Have utilized various window based Surveillance computer operating system applications.
- ❖ Able to master new systems quickly.
- ❖ Competent in general office skills i.e. typing, faxing, switchboard, reception and overall administrative duties.
- ❖ Excellent organizing and communication skills
- ❖ Performed various General Secretarial / Investigative Secretarial duties.
- ❖ Efficient in report compilation and data capturing.

Work & Personal References

- ❖ Mr Herman Franken – Director of Operation Tsogo Sun 083 6292 949
- ❖ Mr. Wimpy Vermaak – Suncoast Casino 031- 328 3122
- ❖ Mr Patrick Viljoen - Sugar Mill Casino (Afrisun) 031) 502-773 / 083 6298 489
- ❖ Mr Stoney Steenkamp - Surveillance Mngr - (011) 780-0409 / 083 639 4513
- ❖ Mr Johan Van Wyk - Grand West Casino - (021) 534-1290
- ❖ Mr Louis Changuion - Securicor Gray (011) 616-1218 / 083 2824 556
- ❖ Mr Raymond Van Staden - VSA (031) 9161262 / 083 2536 227

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