

## Rick Muff

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5841 E. 123<sup>rd</sup> Ave., Brighton, CO 80602

**Professional Profile** Dependable, Self-Directed Electronics Tech with 10 yrs. experience troubleshooting installing, shipping and repairing electronic machines to the component level

### Slot Tech Manager - 6 years

#### **Experience Summary**

- Prepare slot machines for shipment to cruise ships
- Prepare/ship slot machines and parts globally using FedEx International and large-scale international logistics companies
- Issue PO's, receive shipments and incoming parts and verify completeness and accuracy of orders
- Create all shipping documents required for customs clearance including commercial invoice, packing slips, bill of lading
- Direct contact with port agents and customs agents for receipt and delivery of shipments to the cruise ships
- Troubleshoot & repair electronics using skills in through hole soldering and de-soldering
- Install, uninstall, test, troubleshoot slot machines and repair PC boards (component level), maintain monthly spare parts inventories and reporting
- Effectively communicate with and train casino managers (various nationalities) for troubleshooting and slot repair to determine failure causes
- Report Weekly progress of "machine down" percentages of entire fleet
- Interacted with guests, ships' personnel and cruise company officers directly when onboard ship

### Slot Tech – 4 years

#### **Experience Summary**

- Required Gaming License requires honesty, integrity and personal accountability
- Self-reporting of any/all Dept. Of Gaming infractions
- Relocate/move/install slot machines all while adhering to Dept. Of Gaming Regulations
- Install, uninstall, test, troubleshoot slot machines.
- Troubleshooting and slot repair using parts swapping techniques to determine failure causes
- Solder/De-solder component level parts for repair of PC boards.

### Owner Operator – 14 years

#### **Experience Summary**

- High volume printing on plastic products and products made of various materials
- Constant tight tolerance, high-quality consciousness and quality inspector
- All facets of running a high production, quality conscious business
- Managing and scheduling production & quality control
- Managing/Motivating production employees, inventory and ordering of production supplies and repair parts for equipment
- Maintenance on equipment including troubleshoot and repair all pad printing machines and support equipment
- All preventative maintenance and when needed run simple electrical circuits for new equipment
- Invent, create and build fixtures to hold products for printing and sheet metal cutting, drilling and riveting for heat tunnel conveyor output
- Install basic electrical circuits for equipment and office use
- Basic construction and carpentry for additional utility rooms as needed

## Professional Accomplishments

- Successful time sensitive major install of 130 slot machines with Ticket In/Ticket Out systems on 4 different ships ported in 4 different countries simultaneously and in succession
- Successful install of timed shipments involving customs delay of international shipments of slot machines and support supplies
- Repaired (component level) and put back into service 20 - 23 slot machines with blown monitors, blown power supplies and various other issues due to a power surge in the entire casino, in less than one work shift.
- Relocate and successfully reinitiated 54 games in one shift by hand
- Grew a successful pad printing business for 14 years
- Moved to a 2000 sq. ft facility in our first 4 years of being in business
- Grew from 1 pad printing machine to 5 automated high output machines in less than 8 years

## Hard Skills

Mechanical aptitude & skills

Basic Carpentry

Basic electrical circuits

Power tools(Drill, Saw, Lifts)

Welding(wire, stick, oxy-acetylene)

Cutting torch

Sheet metal experience

Management & Supervisory (20+ years)

Troubleshoot electronics

Pneumatics

Computer literate

Procurement

Quality Control

Clean driving record

All random drug tests clean

Clean/Valid Colorado Driver's License

Born U.S. Citizen

Hand Tools

Parts inventory management practices and procedures

Lighting installation

Hang Drywall

Basic Plumbing (sweat copper, black steel and PVC)

MS Office(Excel 2010, Word, Outlook, PowerPoint) 6 yrs.

Repair & construct building interiors and exteriors

Knowledge of safety procedures(Lock-out/Tag-Out)

Forklift, Hand Truck & electric powered trucks

Measuring equipment calipers, micrometers surface plate

Issue P.O.'s, parts receiving, preparation, stocking, shipping

Term CAT 5 & CAT6

Direct customer contact

Multi-task experience

Passed Dept. Of Gaming background check(License current)

English – Fluent

## Soft Skills

High quality conscious

Results driven

Take ownership in company

Reliable

Prioritize effectively

Work independently, self-lead and as a team

Fun to work with and easy to work for

Team player

Prompt

Problem solver

**Experience**

Century Casinos 4/28/2012 – 10/31/2018  
Slot Tech Manager

Century Casinos 7/9/2009 – 4-/8/2012  
Slot Tech, Central City, CO

Fortune Valley Casino 3/29/2008 – 7/9/2009  
Slot Tech, Central City, CO

Eagle Vision 7/1993 – 7/2007  
Owner Operator

Todd Uniform 2/1987 – 7/1993  
General Manager

**Education**

Keokuk Senior High School - Diploma  
Keokuk, IA

**References**

Ryan Green Cell – 303-919-8700  
Slots Director, Johnny Z's

Matt Morrison Cell – 720-217-5202  
Slot Director, Century Casino