

CURRICULUM VITAE

I have experience in customer service, IT project management, and the gambling industry, however, my true passion has always been in programming and development, and I have strong attention to detail and inclination for problem-solving. To build upon this interest, I have recently graduated from a coding Traineeship as a full stack developer including completing 2 real-world projects successfully to specification using a wide range of programming languages. I have excellent customer service, communication, teamwork and organisation skills and a strong work ethic. I am looking forward to establishing a career in the development field where I can prove myself as an asset.

PERSONAL DETAILS

NAME: Giovanni Marino

RESIDES: Brighton

TRANSPORT: Full UK driving licence and vehicle

LANGUAGES: English, Italian

RIGHT TO WORK: Settled Status

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CODING TRAINEESHIP

IT Career Switch Ltd
Coding Traineeship – Full stack developer
1-year program

During the traineeship I had to demonstrate a very competent level of the following programming languages and technical skills

- HTML5, CSS3, JavaScript
- PHP, SQL, React, jQuery
- Python, Node.js, Bootstrap
- Command line Git, Github
- Remote API access

DEVELOPMENT EXPERIENCE:

Below are the two briefs of development projects I completed with IT Career Switch which can be found in my bio: <http://giovannimarino.co.uk/>

Portfolio Project #1: “Gazetteer”

The specification was to reply to a website specification for a map-based app to provide information on countries, with a focus on a “mobile-first” development. Preferably using a framework, to then develop HTML, CSS and JavaScript with JQuery modules that use PHP server-based components to source data from third-party APIs (Geonames, OpenWeather). The solution is assessed on its delivery to specification, functionality, and usability.

Portfolio Project #2: “Company Directory”

A more rigorous reply to this specification was required as a user requirements document was needed to be prepared which, when signed off, triggers the release of SQL allowing to develop a “mobile-first” application to maintain a company personnel database (MySQL). Sign off is only achieved upon the student supplying an independently witnessed document providing confirmation of the system’s ability to perform error-free.

CAREER HISTORY:

December 2023 - Present

POSITION HELD:

**Grosvenor Casinos
Customer and Dealer Support**

- Supervision of casino live games
- Analyse and report disputes
- Tracking of games result

April 2022 – December 2023

POSITION HELD:

**Grosvenor Casinos
Cashier**

- Responsible for security and accurate recording of financial assets
- Transactions made via cheques, debit card, cash
- Working in compliance with legislation and procedures

Aug 2020 – Apr 2022

POSITION HELD:

**Grosvenor Casinos
Head Cashier**

- Kept cashiers up to date with promotion training and regulations
- Trained new starters
- Departmental shift planning
- Organised department duties

Apr 2019 – Aug 2020

POSITION HELD:

**Panserve Ltd
Customer Service Agent**

- Managed contacts via chat, email, and phone, ensuring high-quality service. This involved adhering to strict regulations and security procedures, including GDPR, responsible gambling, and anti-money laundering – similar to those encountered in the casino industry
- With strong background in these regulations, coupled with high IT competence from previous roles, quickly impressed colleagues and management
- Following this success, promoted to Complaint Administrator, honing investigative skills by handling complex customer complaints across multiple jurisdictions
- This role also demanded extensive collaboration, as routinely liaised with other departments and third-party customer protection associations

Oct 2010 – Dec 2018

POSITION HELD:

**Grosvenor Casinos
Customer and Dealer Support/Gaming Supervisor**

- Actively involved in team forums for many years, represented the club in company competitions and regional meetings, fostering a strong sense of team spirit
- Commitment was further recognised with awards for "Best Casino Dealer" in 2016 and team-voted honours for "Improvement of Team Spirit" and "New Ideas and Solutions"
- In 2016, this dedication earned a promotion to Gaming Supervisor, becoming part of the club's decision-making team
- This role presented exciting challenges, including managing technical and mandatory training, staff competitions, disciplinary interviews, appraisals, and KYC processes

Aug 2009 – Oct 2010

POSITION HELD:

**Gala Casinos
Casino Dealer**

- Dealt all the main games, such as American Roulette, Black Jack and Three Card Poker

Apr 2006 – Jan 2009

POSITION HELD:

D.R. Informatica, Italy

IT Project Manager

- Took care of installation and configuration of computers, software and networks and relative trainings for 15 companies
- Those companies were participating to a project of innovation of processes funded by European Union and D.R Informatica was the coordinator of the project
- Given more responsibilities by the company owner and worked as project manager coordinating all the various activity, such as creation and maintenance management systems according to the guidelines dictated by the UNI EN ISO 9001:00

EDUCATION:

2009

Croupier Courses International

Croupier Course

2002

I.T.C. A.M. Jaci, Italy

DipHE Business Administration and Management