Dillon Lehane

Ocean Springs, MS | +1 228 243 5647 | dillon.lehane.91@gmail.com
Authorized to work in the US for any employer

SUMMARY

Dependable casino facilities professional with **8+ years at Boomtown Casino Biloxi**, advancing from Heavy Duty EVS Attendant to Building Maintenance Tech. Experienced keeping a 24/7 gaming floor clean, safe, and guest-ready on the graveyard shift, plus hands-on minor repairs, machine work, and HVAC monitoring. Known for reliability, a strong work ethic, and comfort in a fast-paced, guest-facing casino environment.

SKILLS

Environmental services & deep cleaning, Slot machine cleaning & servicing, Building maintenance, Minor repairs & machine work, HVAC monitoring, Appliance repair, Light construction / renovation / demolition, Groundskeeping, Freight & supply transport, Inventory tracking, Floor-care equipment (hand & machine), Guest service, Reliability & punctuality, Graveyard / overnight shifts

WORK EXPERIENCE

Building Maintenance Tech — Boomtown Casino Biloxi

Biloxi, MS, *April 2022 – July 2023*

- Performed minor repairs, machine work, and light construction, renovation, and demolition (room-level) across the property.
- Responded on-call overnight to equipment and facility issues as they arose — from broken kitchen equipment to overhead lighting and ceiling work.
- Monitored the HVAC/AC system and adjusted temperatures to keep gaming and event spaces comfortable.
- Set up and broke down tables and chairs for casino events and transported supplies to and from the warehouse.
- Handled light groundskeeping and parking-lot maintenance.
- Operated hand and power tools, floor-care machines, and a forklift/pallet jack.

Heavy Duty EVS Attendant — Boomtown Casino Biloxi

Biloxi, MS, *July 2014 – April 2022* (nearly 8 years)

- Maintained the casino floor and facilities overnight, keeping public areas guest-ready 24/7.
- Cleaned and serviced slot machines and wiped down counters throughout the gaming floor.
- Mopped floors by hand and by machine; performed high and low dusting.
- Maintained and deep-cleaned restrooms to health and safety standards, performing hourly inspections and logging all work completed.
- Pulled non-kitchen trash and kept high-traffic areas presentable during peak hours.

- Helped lead the emergency response when a rain-soaked section of ceiling collapsed onto the gaming floor overnight — roped off the area, deployed tarps, and set up equipment to drain standing water until the repair crew took over.
- As one of the most senior members of a 5–6 person team, regularly served as the on-shift point person when the supervisor and lead were both out.
- Nearly 8 years of steady service before moving into the Building Maintenance Tech role above.

Merchandise Manager — Dollar Tree

MS, *September 2024 – November 2024*

- Oversaw ~8 staff, covering both assistant- and store-manager duties after the store manager's departure.
- Received deliveries and facilitated stocking, merchandising, and organizing.
- Handled cashiering, cleaning, and other duties as needed.

Customer Service Representative — Afni (Verizon Home Services)

Tucson, AZ, *December 2011 – October 2013*

- Handled high-volume inbound calls; set up new accounts and resolved billing questions by tracing discrepancies other reps had missed.
- Drove customer retention and sales, including upsells, while maintaining detailed records.
- Provided light tech support. *(Shows guest-service and upsell experience valued on a casino floor.)*

Also: Substitute & Student Teacher, Ocean Springs area, 2023–present — licensed teacher; available for full-time work.

EDUCATION

- **B.S., History & Social Studies Licensure** — University of Southern Mississippi, Long Beach, MS (2023)
- **A.A., General Studies** — Mississippi Gulf Coast Community College (2021)

CERTIFICATIONS & LICENSES

- Driver's License (Class C); clean driving record
- Forklift & pallet jack — operating experience
- CPR / First Aid — previously certified (willing to recertify)