

D. ROBERT SERTELL  
CASINO HORIZONS CORPORATION  
2111 SOUTH MAIN ROAD  
VINELAND, NJ 08360  
856-507-0340  
856-563-1577(FAX)

## EDUCATION

- Technical Educator Certification, Glassboro State College
- Graduate, US Naval Instructor School
- Graduate, US Navy Guided Missile "A" School
- Graduate, US Navy Gunfire Control Computer & Radar School
- Teaching Certificates, New Jersey Department of Education
  - Teacher of Electronic Technology—April, 1970
  - Teacher of Technical Occupations—October, 1971

## PROFESSIONAL ENDORSEMENTS:

- New Jersey Casino Control Commission Licenses
  - Gaming School Administrator #00210-60
  - Slot Instructor #00210-60
  - Chief Slot Mechanic #01062-11
  - Slot Shift Manager #01062-11
  - Casino Employee #11246-21
  - Casino Key Employee #06535-11
- Factory Authorized Slot Instructor Licenses
  - Jennings Electronic Model 400 #0001
  - Jennings Electronic Model 700 #0001
  - Concorde Electronic "Mach-1" #0004
  - Seeburg Electro-Mechanical #0009

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## **EMPLOYMENT EXPERIENCE:**

1997—Present	Chairman Casino Horizons Corporation Vineland, NJ
1980—1997	Assistant Director Casino Career Institute (CCI) Atlantic Community College Atlantic City, NJ
1979—1980	Chief Slot Mechanic Harrah's Marina Casino Atlantic City, NJ
1978—1979	Slot Instructor Casino Career Institute Atlantic Community College Atlantic City, NJ
1969—1978	Vending Mechanic Instructor Delsea Regional High School Franklinville, NJ
1967—1969	Electronics Instructor Atlantic County Vocational Technical School Mays Landing, NJ
1965—1967	Vending & Amusements Supervisor Ken Rose Vending So, Inc. Hanover, NJ
1961—1965	Gunfire Control Technician (E-5) United States Navy
1956—1961	Vending Mechanic Coca-Cola Bottling Company Bridgeton, NJ

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## **PROFESSIONAL EXPERIENCE:**

- **NEW JERSEY LICENSED SLOT INSTRUCTOR**
  - Continuously licensed as a slot instructor by the New Jersey Casino Control Commission (CCC) since 1978.
  - Designed and supervised CCI's present course for Slot Attendants.
  - Designed and taught Microprocessor Slots course for New Jersey slot technicians. Served as certifying authority from 1982-1995.
  - Designed and taught slot machine courses for senior staff and administrators of the New Jersey Casino Control Commission. Instructed three levels of slot familiarization for all CCC gaming inspectors.
  - Designed Slot Department Management course for CCI in 1981. Instructed more than 600 slot Supervisors.
  - Designed and taught New Jersey's initial slot mechanic courses. Served as supervisor of slot instruction until 1997.
  - Designed and conducted Senior Mechanics' Electronic Training Program in Reno, Nevada. Served technicians from fourteen casino slot departments.
  - Consulted for U.S. Army slot machine training program.
- **CONSULTANT--GAMING SECURITY AND SURVEILLANCE**
  - Designed and instructed courses in slot cheating and table game cheating for state troopers and agents assigned to New Jersey Division of Gaming Enforcement.
  - Presented seminar instruction in casino cheating techniques to staff attorneys and investigators of the New Jersey Attorney General's Casino Prosecutions Unit.
  - Presented seminar instruction in identifying illegal gaming machines to sworn police personnel from the FBI, the Royal

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- Canadian Mounted Police, the Surete Du Quebec and several additional Canadian police units and departments.
- Customized slot training programs for every surveillance officer employed in all New Jersey casinos.
- Provided expert testimony for the legal community in cases regarding coin-operated equipment and/or casino cheating.
- Taught multiple sections of *Executive Seminar in Slot Operations*, which had been designed for experienced casino and hotel executives who had been newly assigned to oversee slot department operations.
- PUBLISHED INSTRUCTIONAL MATERIALS AND BOOKS
  - Authored *Jennings Model 400 Slot Machine Repair Manual*.
  - Consulting author of *Jennings Model 1000 Slot Machine Repair Manual*.
  - Consulting author of *Seeburg Slot Machine Repair Manual*.
  - Consulting author of *Fortune Coin Video Slot Machine Repair Manual*.
  - Authored *Vending Mechanics' Apprenticeship Manual*, published by the U.S. Department of Health, Education, and Welfare.
- CONSULTANT TO THE COIN MACHINE INDUSTRY
  - Chief Technical Training Consultant for the vending machine industry, (National Automatic Merchandising Association) 1972-85.
  - Member, Vending Educators' Advisory council (NAMA), 1972-1984, Chairman, 1972—1979.
- CONSULTANT TO VARIOUS FEDERAL LEVEL AGENCIES
  - National Indian Gaming Commission
  - U.S. Department of Justice
  - FBI Laboratory—RRAU Unit

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- Designed and instructed custom training programs to detect cheating techniques on slot machine equipment and bill validators for gaming inspectors, governmental regulators and police personnel from the following organizations:

Federal Bureau of Investigation (FBI)

FBI - Racketeering Records Analysis Unit

FBI - Laboratory Unit

FBI - Indian Country Unit

FBI - Cryptanalysis and Racketeering Records Unit

U.S. Department of the Interior, Bureau of Indian Affairs

U.S. Department of the Interior, Office of the Inspector General

U.S. Department of the Interior, Criminal Investigations Division

U.S. Department of Justice, Immigration and Naturalization Service

U.S. Department of Justice, Office of the U.S. Attorney

U.S. Department of The Treasury, Internal Revenue Service, CIU

Royal Canadian Mounted Police

Surete Du Quebec

Arizona Highway Patrol

Connecticut State Police

Delaware State Police

Louisiana State Police

Maryland State Police

Michigan State Police

New Jersey State Police

New York State Police

Oregon State Police

Pennsylvania State Police

South Carolina Law Enforcement Division

West Virginia State Police

York Regional Police

Winnipeg (Manitoba) Police Service

Windsor (Ontario) Metro Police

Ontario Provincial Police

Kansas Bureau of Investigation

Niagara Regional Police

Toronto Metropolitan Police

Loto-Quebec Security Service

Windsor (Ontario) Casino Intelligence Unit

Louisiana Economic Development & Gaming Unit

Coordinated Law enforcement Unit Vancouver, BC

National Association of Sheriffs

Oneida County (New York) Sheriff's Department

New Jersey Division of Gaming Enforcement

New Jersey Casino Control Commission

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New Jersey Legalized Games of Chance Control Commission  
Tunica-Biloxi Gaming Control Commission  
Arizona State Gaming Agency  
Alabama ABC Board, Enforcement Division

State of South Carolina, Office of the Attorney General  
State of Alabama, Office of the Attorney General  
State of Florida, Office of the Attorney General  
State of New York, Office of the Attorney General

U.S. Department of the Interior, Bureau of Indian Affairs  
California Department of Justice, Division of Gambling Control  
California Gambling Control Commission

Betting Control & Licensing Board of Kenya  
Gaming Inspectorate, Turks & Caicos Islands  
Ontario Ministry of Consumer Relations  
Tonto Apache Gaming Commission  
Chitimacha (Louisiana) Tribal Gaming Commission  
Soaring Eagle (Michigan) Gaming Inspectors  
Acoma New Mexico Tribal Gaming Inspectors  
Cahuillia (California) Tribal Gaming Commission  
Gila River (Arizona) Gaming Commission  
Jicarilla Apache (New Mexico) Tribal Gaming Commission  
Mohegan Sun (Connecticut) Gaming Inspectors  
Pala Band of Mission Indians (California) Gaming Commission  
Quechan (Arizona) Tribal Gaming Commission  
Saginaw Chippewa (Michigan) Gaming Commission  
San Juan Pueblo (New Mexico) Tribal Gaming Commission  
Colville (Washington) Confederated Tribal Commission  
Seminole Tribe of Florida Tribal Gaming Commission  
Spokane (Washington) Tribal Gaming Commission  
St. Croix (Wisconsin) Tribal Gaming Commission  
Torres-Martinez (California) Cahuillia Gaming commission  
Yavapai Apache (Arizona) Tribal Gaming Commission  
Saginaw Chippewa (Michigan) Tribal Police  
Windsor (Ontario) Casino Surveillance Department  
Trump Princess Casino (Indiana) Surveillance Department  
Harrah's New Orleans Surveillance Department  
Turning Stone Casino (New York) Surveillance Department  
Harrah's Tunica (Mississippi) Surveillance Department  
River City (New Orleans) Surveillance Department  
Belle of Baton Rouge (Louisiana) Surveillance Department  
Ojibwa (Michigan) Casino Surveillance Department  
Grand Traverse Band of Ottawa & Chippewa (Michigan)  
Shodakai (California) Casino Tribal Gaming Commission

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Connecticut State Criminal Justice Investigators  
Scout Security Service (Ontario)  
Louisiana Department of Revenue & Taxation  
Louisiana Department of Legislative Investigators  
New York State Racing & Wagering Board  
Ontario Criminal Intelligence Service  
Prince George's County (Maryland) Sheriff's Department  
U.S. Army Recreation Machine Program  
Oneida Nation (New York) Gaming Inspectors

Ontario Gaming Control Commission  
Betting Control Board of the Bahamas  
Nooksack Tribal Gaming Commission  
Mpumalanga (Africa) Provincial Gaming Board  
Nova Scotia Casino Commission  
Fort McDowell (Arizona) Gaming Commission  
Menominee (Wisconsin) Tribal Gaming Commission  
Manitoba Lottery Foundation  
Cow Creek (Oregon) Gaming Commission  
Eastern Shawnee (Missouri) Tribal Gaming Commission  
Hannahville (Michigan) Potawatami Gaming Commission  
Menominee Sioux (Wisconsin) Tribal gaming Commission  
Narragansett (Rhode Island) Tribal Gaming Commission  
Pomo Nuevo (California) Tribal Gaming Commission  
Robinson (California) Rancheria Tribal Gaming Commission  
San Carlos Apache (Arizona) Tribal Commission  
Isleta Pueblo (New Mexico) Tribal Gaming Commission  
Sault Ste. Marie (Michigan) Tribal Gaming Commission  
Soboba (California) Band of Mission Indians Gaming Commission  
29 Palms (California) Band of Mission Indians Gaming Commission  
Table Mountain (California) Rancheria Tribal Gaming Commission  
Sycuan Band of Mission Indians (California) Gaming Commission  
Coyote Valley (New Mexico) Tribal Gaming Commission  
Wildhorse (Oregon) Resort Tribal Gaming Inspectors  
Mashantucket-Pequot (Connecticut) Tribal Police

Saginaw Chippewa (Michigan) Surveillance Department  
Isleta Gaming Palace (New Mexico) Surveillance Department  
Showboat Casino (East Chicago, IL) Surveillance Department  
Treasure Bay Casino (Mississippi) Surveillance Department  
Crystal Casino (Manitoba) Surveillance Department  
Flamingo Hilton (New Orleans) Surveillance Department  
Star Casino (Lake Pontchartrain, LA) Surveillance Department  
Mohegan Sun (Connecticut) Surveillance Department  
Lac Vieux Desert Casino (Michigan) Surveillance Department

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## ROBERT SERTELL

- Assumed full-time duties as Chairman of Casino Horizons Corporation on November 1, 1997. Casino Horizons is a training and consulting firm in Vineland, NJ.
- Retired October 31, 1997 after 18 years as Assistant Director of Atlantic Community College's Casino Career Institute. Sertell has trained, or supervised the training, of more than 42,000 casino employees.
- Court-certified as an expert on cheating, slot machines and illegal gaming machines. Sertell trains and provides consultation to police organizations.
- Created the "Police Officer's Gaming Seminar" in 1982. The course is designed for state police, tribal police, government officials, regulators and gaming inspectors. Has served officers from more than 50 jurisdictions.
- Instructs Tribal Gaming Academy sessions, and consults for tribal council members, tribal gaming commissions, internal audit teams and tribal police departments.
- Trained every Casino Control Commission Inspector and Surveillance Department Operator in New Jersey. He has also instructed most Division of Gaming Enforcement Inspectors, slot managers and casino supervisors in New Jersey.
- Instructed capacity level college credit courses in casino management, including: Slot Department Management, Slot Department Operations, and NJ Casino Control Commission Regulations. The hundreds of graduates include casino vice presidents, directors and managers.
- Licensed continuously by the New Jersey Casino Control Commission since 1979. Sertell holds both casino employee and "key" employee licenses.
- An experienced veteran of 50 years in the gaming, amusement and coin machine industries. Sertell is a licensed slot instructor. He holds New Jersey teaching certificates in electronics, technical occupations and vending machine repair.