
Strategic Leader, Multi-Unit & DC/FC/Omni Channel LP Operations

- Thirty combined years of successful experience in Sales, Leadership and Loss Prevention. A take-charge people-oriented leader focused on building a fully engaged team. I am an excellent analytical person who enjoys new challenges, focusing & coaching teams to win.
- 15 years with firsthand technical experience using, installing & teaching a variety of access control, analog & IP CCTV cameras, hardware to run them and the software to make it all work smoothly.
- 15 years' experience using Advanced Wicklander & Zulawski Interview and Interrogation training in investigating and solving internal investigation cases for maximum recovery. I have successfully conducted and closed hundreds of internal interviews.

PROFESSIONAL EXPERIENCE

Staples Canada

Area Asset Protection Manager 2022

BC & YT

- Controlled shrink/loss for 44 stores, a 200,000 sq ft Fulfilment Centre and an 80,000 sq ft Online/Omni Channel Warehouse in BC.
- Coach, train and develop the management teams to be the best they can be with a focus on loss prevention awareness and operational awareness in areas that cause potential shrink.
- Visit all locations finding risks, minimizing loss & ensuring the safety of customer & employees in partnership with the local management teams.
- Conduct & close investigations into external and internal theft & fraud then turn them over to Local Law Enforcement.
- Conduct internal interviews and interrogations.
- Successfully had stores pass BC LECOR Health & Safety External Audit with the highest score ever given at 98%, resulting in an excess of \$100,000 returned in premiums for the year.

Rexall Drugs

Regional Loss Prevention Manager 2015-2022

BC, AB, MB & ON

- Control Shrink/loss for 82 stores across BC, AB, MB & ON
- Coach, train and develop the management teams to be the best they can be with a focus on loss prevention awareness and operational awareness in areas that cause potential shrink.
- Visit all locations finding risks, minimizing loss & ensuring the safety of customer & employees in partnership with the local management teams.
- Conduct & close investigations into external and internal theft & fraud then turn them over to Local Law Enforcement.
- Conduct internal interviews and interrogations.
- Roll out and conduct elevated risk store reviews ensuring store is set up going forward to successfully reduce their shrink by a 50% target.
- Aided and successfully developed and evaluated an online company audit program with real time results and online action plans with real time notifications resulting in a 200% increase in completed audits and corrected actions.

- Conduct regular corporate audits in all stores to ensure SOP adherence and regular follow up on non-compliance or exceptions.
- Trained, mentored, and successfully aided in the promotion of 2 Regional Loss Prevention Managers.
- Developed and successfully evaluated & implemented company's own internal floorwalker program.

Target Canada

Field Investigator, 2013-2015

BC

- Coach, train and develop the team to be the best they can be. Conduct & close investigations into external and internal theft & fraud then turn them over to Local Law Enforcement.
- Conduct internal interviews & interrogations.
- Completed CCTV installs & trouble shooting on in store DVR systems.
- Certified trainer of store Assets Protection teams on use of surveillance equipment, Internal Case Development, Internal Interviewing, Apprehensions & Non-Violent Interventions.
- Opened and rolled out as well as coached, trained and mentored the Asset Protection program in 18 BC Stores.
- Ensured the overall safe and effective operations of each location with regards to Health & Safety compliance.
- Supplied leadership to eighteen stores in BC, leading them to produce the top results in the country in Internal Investigations and recovery.

Best Buy/Future Shop Canada Ltd

District Loss Prevention Manager, 2004-2013

BC, AB & SK

- Controlled shrink/loss for 15-18 stores, a 500,000 Sq Ft Distribution Centre and a 200,000 Sq Ft Appliance Warehouse, having the lowest shrink percentage in Western Canada for over 2 years in BC.
- Worked with Camacc CCTV DVR system and assisted stores with trouble shooting and camera moves/installs where needed.
- After taking over Alberta moved the two districts from the highest shrink in Canada to the lowest within 9 months.
- I have taken over thirty stores from a high shrink over budget situations to consistent low shrink under budget results.
- Trained and coached Operations Managers and Merchandise Supervisors to successfully control inventory and build the engagement of their people to ensure productive and open communication, and to be a low shrink store going forward.
- I have completed over 750 interviews, interrogations & cases, recovering hundreds of thousands of dollars of company funds.
- Managed and improved districts Health & Safety provincial compliances & injury reductions, resulting in reduced WCB & WSBC premiums for the company.
- Aided and partnered with District Managers to improve their district's results in areas not related to Loss Prevention.
- Partnered with Regional Operations Manager to complete company P&L budgets for the upcoming fiscal year.
- Achieved a 700% reduction in shrink in 17 AB stores through educating, validating & coaching the Operations and Store Managers.
- Hired, trained, mentored & successfully aided in the promotion of 2 District Loss Prevention Managers.

Winners Merchants Inc.

General Manager, 2001-2004

Richmond & Surrey BC

- In Surrey lead a \$9 million store with four direct reporting managers, and 65 associates for 18 months
- In Richmond lead an \$18 million store with five direct reporting managers, and 85 associates
- Empowered after my first 4 weeks to take over a troubled store and turn it around
- Completed CCTV installs & trouble shooting on in store DVR systems.
- Given the responsibility of training new managers within the first 4 months
- Awarded most improved profitability store 2002, increasing my location's profit 11% over previous year.
- Promoted to district training store, and successfully trained and promoted 8 Managers in 2 years.

Bata Shoes & Athletes World

District Manager BC & Yukon, 1995-2001

- Lead seventeen stores with 17 direct reports, 13 Assistant Managers and over 250 staff with sales over \$18 million.
- Responsible for opening thirteen new stores, including researching feasibility of new stores and training store managers and their teams.
- For 3 years straight had four of the most profitable stores in the country (320 stores)

District Manager Atlantic Provinces, 1993-1995

- Lead twelve stores in the Atlantic Provinces with 12 direct reports, 10 Assistant Managers and 150 staff, with sales over \$10 million. Youngest District Manager on record.
- Trained eight new Store Managers and opened eight new stores
- Top sales percent increase in the country during the first two seasons

Store Manager, 1989-1993

Halifax NS & St. John NB

- While managing the St. John store I achieved 250% of prior year's budget and was the most profitable in the company, the following year I was able to top it again with another significant increase.

VOLUNTEER WORK

- Port Coquitlam Minor Baseball 2014
- Vancouver Food Bank 2014
- Surrey Food Bank 2013
- Tim Horton's Children's Foundation AB 2007-2010

CERTIFICATIONS

- Advanced Security Training (Justice Institute of BC)
- Private Investigator Under Supervision ((Justice Institute of BC)
- Basic Security Training (Justice Institute of BC)
- Wicklander-Zulawski & Associates Interview and Interrogation Techniques
- Wicklander-Zulawski & Associates Advanced Interview and Interrogation Techniques