

## OPERATIONS DISTRICT MANAGER

### Executive Summary

Results-focused management professional offering 18 years of progressive leadership experience in building and motivating dynamic professionals. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success.

### Core Qualifications

- Interpersonal Skills
- Detailed
- Organized
- Performance Evaluations Theft Resolution
- Profit and Loss
- Conflict Resolution
- Report Analysis
- Operational Audits
- Multi-Tasking Skills
- Exceptional Communicator
- Contract Negotiations
- Partnership
- Vendor Relations
- (EAS) Systems
- Budget Control
- Human Resources
- OSHA Compliance
- Time Management
- CCTV / MSDS / P & L
- Staff Development
- Inventory Control
- Calm Under Pressure
- Complex Problem Solving
- Sound Judgment
- Supervision and Training
- Cross-Functional Team Management
- Computer-Savvy
- Skilled Negotiator
- Policy/Program development
- Diverse Market/Industry Knowledge
- Expense Control
- Fast Learner

### Professional Experience

#### Operations District Manager

June 2014 to Current Big Lots 1/4 Antioch , CA

- Drives results by identifying opportunities to improve P & L performance
- Works efficiently by planning and organizing work to achieve goals and objectives
- Focuses on customers by anticipating customer need, overcoming obstacles, and continually striving to improve customer satisfaction
- Applies effective analytical skills by integrating complex information, while balancing tactical and strategic initiatives
- Provides effective leadership by maintaining an environment that promotes teamwork and maximizes individual potential.
- Communicates effectively by providing clear and timely communication and demonstrating effective listening skills.
- Demonstrates adaptability by adjusting to changing business priorities.
- Created financial plan covering 6 periods and projecting 5% growth.
- Increased profits by developing, initiating, and managing a shrink program.
- Initiated program that standardized employee training and led to increase in customer satisfaction by 3%.
- Managed team of 12 of professionals.

#### Area Asset Protection Manager

June 2002 to June 2014 Hyatt 1/4 Dublin , OH

- Streamlined the development and implementation of shrink initiatives for stores covering more than five (5) states
- Instituted a safe and secure environment for customers and employees
- Guided adherence to policies and procedures for multi markets
- Introduced asset protection programs through communication and training
- Managed, organized, and development proactive shrink programs
- Analyzed exception base reports to identify potential loss
- Oversaw shrink goals results
- Implemented strategies and action plans to reduce potential loss
- Ongoing knowledge and training of industry
- Responsible for safety programs
- Directed Investigation of safety accidents related
- Created and Coached a high performing AP team
- Installed, maintained and managed security systems to include logic controls, video surveillance, motion detection, LPMS and closed-circuit television systems
- Instituted improvements to security systems and procedures
- Launched procedures for the emergency response and crisis management

- Directed physical security, information protection, incident management and investigation units
- Issued criminal trespass warrants/warnings
- Developed and implemented training procedures for all newly hired personnel
- Guided managers on shrink results and shrink programs
- Trained managers how to identify (ORC) organized retail theft movements and theft methods
- Conducted site reviews and security audits
- Identified ways cut spending without compromising the safety and security of the loss of company assets
- Initiated program that standardized employee training and led to the increase in store management satisfaction by more 10%
- Directed strategic initiatives to achieve regional shrink goals

#### Loss Prevention Safety and Hazmat Manager

January 2000 to June 2002 Lowes 1/4 City , STATE

- Protected company assets against internal, external, combined frequency rate (CFR) loss
- Rolled out and trained on new operational and safety programs
- Launched and concluded internal investigations
- Streamlined reports for supervisor review
- Advised store management daily concerning loss
- Maintained, mandated inventory shrink goals
- Analyzed daily exception reports
- Served as chairman of the safety committee
- Guided LP and Safety training of all new LP associates
- Managed cycle count program
- Reduced general liability claims by 20 % via continued coaching
- Reduced worker compensation by 15% Via continued coaching

#### Security Trainer and Event Coordinator

July 1996 to August 2001 Thoroughbred Security Services And Investigations 1/4 City , STATE

- Responsible for all security and safety procedures
- Assessed events to safeguard against potential hazards
- Provided crowd control and traffic flow
- Prepared detailed reports for security and safety incidents
- Directed safety and security training for security personnel
- Provided VIP protection
- Implemented security policies and procedures
- Developed contingency plans for events
- Developed and implemented training procedures for all newly hired personnel
- Conducted site reviews and security plans for customers

#### Loss Prevention Manager

June 1996 to January 2000 K Mart Corporation 1/4 City , STATE

- Prepared detailed audits and investigation reports
- Maintained complete responsibility for area stores loss prevention operations
- Initiated internal investigations, concluded, and interviewed dishonest associates
- Partnered with law enforcement agencies
- Analyzed exception reports for employee dishonesty
- Investigated and audited for illegal sale and theft of firearms
- Partnered with store, district and regional teams
- Testified in court cases
- Trained and managed a support team of approximately 11 team members
- Developed plans for a safe and secure environment for customers and employees
- Authorized criminal trespass warnings and warrants

#### Education

Bachelor of Science : Criminal Justice Criminal Justice, Sociology and Psychology , 1996 Cumberland University 1/4 State , Lebanon US

Criminal Justice, Sociology, and Psychology

Member of Football Team

Member of Political Debate Team

Associates of Science : Social Science Criminal Justice, Sociology and Psychology , 1993 Coahoma Community College 1/4 City , State , US

Social Science, Criminal Justice, Sociology and Psychology

Member of Football Team

Affiliations

Youth Group Leader

Volunteer for Homeless Rescue Mission

Member of the Masonic Brotherhood

Franklin Covey 7 habits of highly effective people Seminar

Myers Briggs Type Indicator Personality Assessment

Skills

- Conflict Resolution, Crisis Management, Special Events, Law Enforcement Partnership, Logic, Multi-Tasking, POS, Recruiting, Safety, Scheduling, Surveillance, Court Proceedings,
- XBR REPORTINGS SYSTEMS, ASPECT REPORTING SYSTEMS, and SECURE REPORTING SYSTEMS
- Wicklander And Zulawski Interview and Interrogation Techniques
- Advance Wicklander and Zulawski Interview and Interrogation Technique
- Experienced Phone Interviewer
- Certified Protection Officer
- Currently in the process of obtaining/studying for CFI designation