

# Daniel Nichols

## Retail District Management / Loss Prevention Director

Sevierville, TN 37876

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15 years retail District management  
9 years human resources / safety coordinator  
5 years loss prevention District management  
5 years Military combat Veteran  
Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Assistant Director of Operations

THREE BEARS GENERAL STORE INC. / Distribution - Pigeon Forge, TN - November 2016 to April 2017

865-453-2775 / Bill Delozier

- Conduct personnel interviews, new hire orientations and training, counseling and coaching up to 75 employees under my direct supervision to ensure productivity, safety and enforce all store and corporate level policies and procedures.
- Integrate strategic methods at store level to maintain and increase company sales and profit on a daily basis.
- Monitor all reports to include productivity and labor, store profit, store budget, damages versus returns, register balancing, vendor receipts, hourly and salary, sales and profit and on-hand adjustment reports to maintain and ensure employee integrity, store profit and loss within the 52,000 sq foot retail building.
- Monitor all truck deliveries, vendor deliveries and transfers from distribution center to store level.
- Implement daily strategic methods of stocking freight, processing freight and damages, merchandising the store, planograms, endcaps and sky shelves to maximize freight flow, stocking productivity, sales floor presentation and receiving room organization.
- Daily operation and monitoring of CCTV security system to review daily employee register transactions, employee integrity and honesty, enforce safety issues and asset protection and deterrence.
- Control all safe, deposit and bank transactions in excess of \$30,000.00 on a daily basis
- Key controller and holder for all sensitive assets within the store and/or safe.
- conduct corporate and management weekly meetings to discuss, integrate and implement new strategic ideas to better maximize safety, department management techniques, overall productivity, performance and sales profit per each square foot and department breakdown.

#### HOTEL GENERAL MANAGER

CARRIAGE HOUSE MOTOR HOTEL - Paintsville, KY - March 2008 to April 2016

606-297-4859 / WAYNE TRIMBLE / Paintsville, KY

- Interview, orientations and in-process all new Hotel staff, department managers, assistant managers, kitchen staff, contractors, vendors and housekeeping staff in training as initial setup for successful team communication and integrity
- Conduct criminal background inspections for entire staff as needed for new management hires and assistant managers in training
- Ensure guest services and customer satisfaction was top priority at all times with all employees. Conduct follow-up investigations involving incidents, accidents or complaints on any staff member or party involved to include all workers compensation claims or false claims and employee accidents or negligence.

- Monitor all reports to ensure profit and staff integrity to include ( P&L reports, week to week / month to month comparison reports, vendor comparison receipts, Alcohol / bar reports, ABC counts, kitchen inventory and distribution receiving reports, maintenance reports, room inventory event planning and profit report.)
- Installed and Monitored 32 Pan-tilt-zoom cameras to ensure integrity issues, better customer service, while ensuring asset protection and hotel safety and security.
- Daily manager duties include ( Safe accountability, train new staff members, Implementation of new Bar area procedures for maximum productivity, banking, monitor all guest services, ensuring loss prevention, key control, receiving freight trucks and frozen food trucks weekly, legal documents, advertising radio and television broadcasts, billing, hire and project manage all projects involving room maintenance, building codes, landscaping and grounds keeping to include pools, decks and vestibules. Also perform Management and staff disciplinary actions and terminations
- Planning and organizing all catered events in the bar area and conference studios. Setting profit targets and ensuring that we maximize our efforts in achieving the goals. Planning work schedules for all employees to include bar management, housekeeping management, lifeguards, customer service agents, auditors and kitchen staff.
- analyzing sales figures and devising marketing and revenue management strategies during weekly meetings with board members and Vice president of operations.
- Nominated and received Company hotel manager award for the 2014 year and Top flight hotel award for 2013 & 2014 for receiving a consistent health department inspection rating of 95 or better.
- Daily property and services inspections while also continuously ensured compliance with licensing laws, health and safety to include any and all statutory regulations and local, state and federal laws.

## **LOSS PREVENTION DISTRICT MANAGER**

Kmart Corporation - Elizabethtown, KY - October 2005 to January 2008

+1-276-628-7672 / Charles Simms

- Orientation of new field employees, Loss prevention associates and Loss prevention site management personnel
- Managed and controlled five stores within assigned district to minimize overall loss and asset protection within my district
- Integrated and implemented new safety and security methods to preventing accidents, lower compensation claims, asset protection methods, safer theft takedown and interview procedures.
- Monitor store level CCTV cameras to ensure quality control, theft protection both internal (employees) and external (customers) was intercepted and handled with a professional and lawful approach.
- Install new Pan-tilt-zoom camera systems to include wireless and HDMI wired systems, theft prevention devices and security systems and alarms
- Monitored employee schedules, company payroll, banking accounts, commercial accounts and internet accounts to prevent communications theft / fraud to include savings or discount cards, purchases and all other transactions.
- Implementation of new Loss prevention program in which was then recommended by CEO for all other regional store locations. Which by end of physical year had declined company losses to all time low of only 8% from a previous annual account of 17%
- Met weekly with company wide loss prevention managers to discuss new operations tactics, different scams, holiday theft tactics and tactical response to emergency situations.
- Ensure daily company asset protection policies are being followed and implemented by store LP managers and associates. Weekly store safety inspections to minimize accidents and safer work environments and customer friendly stores.
- \* Performed as company training coordinator for all 221 store level staff, drivers, office staff and executive chain of command.

- \* Conducted and integrated all document processing analytics, new filing system, software updates and security system updates to better protect company data, asset, credit / debit fraud transactions, money handling techniques and wire transfer fraud.
- \* Worked directly with local and state law enforcement officers and investigations to eliminate theft rings, organized theft and western union theft prevention.
- \* Conducted all pre-employment screenings, background investigations, consumer reporting, alcohol and drug testing and enforcement policies, I-9 process, training videos and pre-employment safety modules.
- \* Instructed a quarterly self-defense, tactical takedown and theft prevention class to all newly trained loss prevention managers and associates
- \* Supervised and monitored all other 5 human resources employees within regional tri-state area to include proper training conduction, first-hand coaching and counselings up to and including all terminations.
- \* Protected company assets while conducting follow-up investigations and proper documentation on any worker compensation issues or law suits, customer complaints or civil violations to include court appearances
- \* Ensure that all employees, the company, contractors, vendors, distribution centers, field agents, managers, executives and all company affiliates were compliant with local, state and federal laws.

## **MILITARY POLICE INVESTIGATOR**

UNITED STATES ARMY - Fort Richardson, AK - May 2000 to April 2005

- \* Enforce all local, post, state and federal laws, regulations to include traffic enforcement and routine patrol.
- \* Train and supervise all new officers, transfers and civilian law enforcement personnel to ensure platoon and officer safety and integrity.
- \* Assisted in supervision on deployment to combat operations at Camp Ashraf, Afghanistan while attached to 172nd striker brigade.
- \* Supervised a 10 man squad of soldiers during September 11th 2001 with Homeland security / Port security as part of Anti-terrorism task force in Anchorage Alaska
- \* Assist Anchorage Police Department with any local calls to include (Theft, traffic violations, warrants, raids, search and seizures, airport security, Domestic violence and any other 911 calls or emergencies requiring local law enforcement
- \* Qualified land navigation instructor and State of Alaska qualified in CPR, Data master testing, Field sobriety administration and Weapons of Mass destruction detection.
- \* Operate as local dispatcher for law enforcement, emergency response units, K-9 units, rescue squad, Fish and Game wildlife and Anchorage Police Department while answering as 911 post operator and using NCIC national crime database for vehicle identification verifications, wants and warrants and personal conviction and arrest verifications.
- \* Ensure all assigned soldiers are correctly inprocessed from reception battalion with current and up to date records to include Health, Dental and vision as well as CIF (central issue facility) to ensure every soldier was assigned the proper equipment and gear for law enforcement work and field training for future deployment
- \* Completed Law enforcement traffic school 100 hour course of cold weather driving, extreme driving course, tactical driving course as well as defensive and offensive tactical courses as required for Alaska patrol officers
- \* Operate heavy equipment ( back hoe, deuce and a half truck, track stryker tactical vehicle, troop carrier vehicles, Humvee, crown victoria and jeep liberty patrol vehicles, excavator, ATV and snow machines.
- \* Ensured every soldier was ready, trained and prepared properly to deploy anywhere in the United States within a 48 hour time frame to (Assist, Protect and Defend against all enemies foreign and domestic)

## **EDUCATION**

### **Certificate in Retail Management**

Kentucky Retail management association - Abingdon, VA  
2011 to 2011

### **Certificate in Law Enforcement**

Military Police School

June 2001 to November 2001

Anchorage School of Business - Ketchikan, AK  
2000 to 2000

### **Diploma in General Studies**

Pike Central High School - Pikeville, KY

1995 to 1999

### **SKILLS**

CPR Qualified (10+ years), Heavy Equipment Operator (10+ years), Microsoft Office, Spreadsheets, Power Point and Windows (5 years), Kentucky Retail management certificate (Less than 1 year), Alaska datamaster and field sobriety testing instructor (6 years), NCIC / Dispatcher experience (6 years), Combat lifesaver certificate (4 years), First responders and weapons of mass destruction (6 years), Hotel / Motel senior management (5 years), Retail District management courses (10+ years)

### **MILITARY SERVICE**

Service Country: US

Branch: ARMY

Rank: E-5

June 1999 to June 2003

\* MILITARY POLICE OFFICER / DISPATCHER

\* PROMOTIONS RECEIVED FROM E-1 TO E-5

\* TACTICAL AND DEFENSIVE DRIVING COURSES 100 HOURS

\* LAND NAVIGATIONS COURSE

\* DATA MASTER, FIELD SOBRIETY TESTING (horizontal gaze  
nystagmus) CERTIFIED

\* DEPLOYED 1 TIME TO AFGHANISTAN

\* TRAINED AND INPROCESSED ALL NEW OFFICERS AND SOLDIERS

Commendations:

1 - NATIONAL DEFENSE SERVICE RIBBON1 - OVERSEAS SERVICE RIBBON1 - COMBAT OPERATIONS RIBBON (Afghanistan)1 - ARMY GOOD CONDUCT RIBBON1 - SUCCESSFULLY COMPLETED PLDC (Leadership development course)1 - AIRBORNE SCHOOL COMPLETION PENDENT1 - MILITARY POLICE SCHOOL ACADEMY DIPLOMA1 - BASIC TRAINING "TOP GUN" AWARD CERTIFICATE1 - BASIC TRAINING " TOP 10 OF CLASS" AWARD1 - PHYSICAL TRAINING AWARD

### **AWARDS**

#### **TOP STORE MANAGER OF DISTRICT AWARD**

September 2015

\* LEADING SALES FOR DISTRICT CONSECUTIVE FOR ONE MONTH OUT OF A POSSIBLE 30 STORES.

### **KENTUCKY RETAIL MANAGEMENT SCHOOL CERTIFICATE**

November 2015

\* SUCCESSFULLY COMPLETED STORE MANAGER TRAINING COURSE 100 HOURS

### **LOSS PREVENTION / ASSET PROTECTION REGIONAL AWARD**

December 2013

\* ASSISTED OR SUCCESSFULLY PROTECTED MORE THAN \$10,000 DOLLARS IN MERCHANDISE, CREDIT FRAUD OR REFUND FRAUD

### **LOSS PREVENTION / ASSET PROTECTION CERTIFICATE OF COMPLETION**

May 2013

SUCCESSFULLY COMPLETED LOSS PREVENTION AND RETAIL SECURITY SCHOOL 60 HOURS

### **STORE MANAGER OF THE MONTH AWARD**

January 2016

CORPORATE STORE INSPECTION RECEIVED A 5 OUT 5 AS BEING CUSTOMER READY AND NO CUSTOMER COMPLAINTS FOR THE LAST THREE MONTHS CONSECUTIVE

### **UNITED STATES ARMY GOOD CONDUCT RIBBON**

May 2003

Superior service and outstanding conduct as a reflection of me, my service and the United states armed forces.

### **BCT (U.S. ARMY) TOP GUN AWARD**

September 2001

Displayed and performed perfection during weapons range excercise while scoring a perfect rating with all weapons during basic combat training. Fort Leonardwood, Missouri

### **PLDC PERSONNEL LEADERSHIP DEVELOPMENT COURSE**

October 2005

Successfully completed appropriate training to receive promotion from E-4 specialist to E-5 Sergeant in the united states army.

### **LETTER OF RECOMMENDATION (Kentucky State Senate)**

September 2003

\* Letter from state senator in recognition of stellar military service and acheiving "top gun" award and graduating among top ten soldiers in my basic training class.

### **Letter of recommendation / house of Representatives**

June 2006

Awarded certificate from Kentucky government in recognition of outstanding service during 5 years Military career as a squad leader during military combat operations.

### **CERTIFICATIONS/LICENSES**

#### **FORKLIFT OPERATORS LICENSE**

September 2006 to September 2012

LICENSED TO OPERATE (Forklift, extended boom, pallet jack electronic and cherry picker / order picker

#### **CPR (COMBAT LIFESAVER COURSE)**

October 2004 to Present

SUCCESSFULLY COMPLETED COMBAT LIFESAVER COURSE AND FIRST RESPONDERS COURSE

## **KENTUCKY RETAIL MANAGEMENT COURSES**

June 2015 to Present

\* Completed 80 hour course on proper and professional retail management to include ( reading reports, inventory management, personnel management, local, state and federal law compliance, day to day operations, troubleshooting, robbery prevention and compliance, deposit handling, proper key control, scheduling, Loss prevention and asset protection.

## **Excavator, backhoe, skid steer, heavy equipment certifications**

May 2004 to Present

- can operate the following heavy equipment:

Excavator, backhoe, dump truck, bobcat, electric/propane/gas operated forklifts, extended boom 40ft forklift, electric pallet jack, not including multiple small equipment ( chainsaws, small engines etc...)

## **GROUPS**

## **VETERANS OF FOREIGN WARS**

September 2008 to Present

Support and congregate local veterans with charitable events, event planning, donations, rallies, sales, funerals and ceremonies.

## **ADDITIONAL INFORMATION**

Incredibly motivated and dedicated individual that holds many skills and attributes that are required for most any position or career. Dependability and honesty are two personal skills that will make me an asset to any company, corporation or industry. Such qualities and skills that i personally take pride in using on a daily basis, will prove to your company or corporation that there are none more prepared, driven or ready to step into a new position and prove once again that quality in one position can make a huge and important difference in a world based on reaching goals at perfect precision.