# ROBERT SMITH

## Sr. Asset Protection Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

## SUMMARY

Strong problem solving skills, written/verbal communication and interpersonal skills, organizational attentiveness, and confidence to work independently. Experience with apprehensions and subsequent law enforcement procedures. Advanced team work, customer service and leadership skills. Excellent proficiency for completing responsibilities under pressure in a fast paced environment. Strong aptitude for developing new skills and the ability to implement them immediately.

## CORE COMPETENCIES

Microsoft Office, Volunteer Fire Police Lieutenant, Safety.

## PROFESSIONAL EXPERIENCE

### Sr. Asset Protection Specialist

**Gabriel Brothers - July 2013 – 2019**

**Key Deliverables:**

- Implemented controls and best practices to reduce store shrink.
- Developed programs and procedures targeted towards detecting loss and improving protection of high-theft merchandise.
- Reorganized safety program with an emphasis upon an associate safety oriented culture geared towards improving customer satisfaction and a safer shopping experience.
- Improved accident investigation procedures and maintained strong relationship with Corporate Legal Department to prevent liability loss and investigate fraudulent accident claims.
- Responsible for monitoring specific operational standards by completing various weekly, monthly, and quarterly audits.
- Partnered with Store Management and District Director of Asset Protection to identify and resolve issues in assigned stores.
- Certified company Inventory Observer responsible for assisting with the preparation and conduction of store inventory.

### Asset Protection Specialist

**ABC Corporation - 2010 – 2013**

**Key Deliverables:**

- Reviewing CCTV and exception reports Monitoring the stores physical security Auditing the EAS Driving a "shrink elimination" culture in the store Preparing accurate and detailed case reports Documenting apprehensions and recoveries Accomplishments Learn much about the operations of the company to do my job well.
- Skills Used Surveillance observation and technique and skilled with surveillance equipment.


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- Working unusual hours, day or night, weekends and holidays, as the company need may be.
- Handle intricate situations in a diplomatic fashion.
- Maintaining proper records and documentation.
- Able to observe and identify improper behavior accurately and quickly.
- Able to uphold fair and regular rules and standards by utilizing proper judgment..

## EDUCATION

- Bachelor of Arts in Criminal Justice - August 2008(Edinboro University of Pennsylvania)



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