

ROBERT SMITH

Loss Prevention Analyst

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A skilled individual who is great at learning new concepts quickly while working well under pressure. Ability to prioritize and remain focused on the essence of the issue at hand. Independent decision-maker and a collaborative team member. Possess advanced conflict resolution and presentation skills that are an asset to any business or company.

2015 - 2015

LOSS PREVENTION ANALYST - FORD MOTOR CREDIT

- Worked directly with both Ford and Lincoln dealerships worldwide to provide financial services directly to dealers and consumers.
- Responsible for a portion of the overall yearly budget for the Ford company to manage losses and recovered vehicles.
- Assisted with both the monthly budget planning for resources as well as goal setting to ensure that the Colorado Springs division meets or uses less budget than appointed on a monthly basis.
- Responsible for communication with Ford and Lincoln Motor customers on a daily basis, maintains professionalism and company knowledge during each interaction.
- Assisted in several company advancement groups both locally and globally to encourage employee philanthropic involvement within the company.
- Responsible for completing personally assigned accounts each month while monitoring activity diligently each day.
- Participated in group work to ensure overall success of company goals within an assigned region.

2006 - 2011

LOSS PREVENTION ANALYST - DELTA CORPORATION

- Working with carriers, warehouses, and suppliers to address issues of loss, damage, and return.
- Analyze issues for root cause and determine next steps to minimize financial impact.
- Communication of data to appropriate parties with follow up to ensure desired outcome was achieved.
- Identification and collection of over \$850,000 worth of freight claims in 2015.
- Responsible for minimizing the financial losses of daily operations related to theft, vandalism, accident and injury.
- Detected safety issues and security violations, and established programs to prevent repeat occurrences.
- Maintained a daily focus on cash handling, theft, inventory control, facilities and

equipment damage, security access violations, fraud, and .

EDUCATION

GED

SKILLS

Team Management, Outlook.