

# JAMES B. THOMAS

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## DIRECTOR – LOSS PREVENTION / ASSET PROTECTION

**Safety / Security / Operational Audits / Investigation / Fortune 500 / Shrink Improvement  
Loss Prevention / Risk Management / Training / Technology / Policy Implementation**

Utilize common sense and investigative instincts to save millions of dollars while protecting life and property for large and small firms. Plan asset management and developing loss prevention policies and systems for **Mrs. Fields Famous Brands**. Effective in reducing inventory shrink, cash losses and theft. Apply technology appropriately with down to earth, hands-on analysis in every situation.

Experienced with a wide array of firms from Fortune 500 companies to public safety agencies and smaller firms. Aggressive and visionary style that allows companies to prosper in a variety of geographic areas and demanding business environments.

**Key Skills:** Planning strategically and tactically. Working with senior management to find simple solutions to costly, complex problems. Leading by example. Taking initiative. Dealing with the public effectively. Highly professional and outgoing. Producing ideas that work. Expressing exceptional people and communications skills.

**Bachelor's degree**, Criminal Justice Administration, Columbia College of Missouri (2007).  
**Associates degree**, Criminal Justice Administration, Columbia College of Missouri.

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### CAREER HISTORY AND ACCOMPLISHMENTS

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**Loss Prevention Director**, Mrs. Fields Famous Brands LLC, 1995 to 2006. Recruited to bring this major retailer into compliance with industry standards. Reduced inventory shrink to less than 1% of sales. Authored corporate loss prevention manual, policies and procedures for field personnel. Supervised three regional loss prevention managers, conduct security compliance audits and investigations. Prepared criminal evidence for use by civilian authorities in both internal and external cases.

- **Created loss prevention program for 2800 stores in the US.** Poor cash handling techniques resulted in annual cash losses of over \$500K. Tightened register drop procedure, eliminating opportunity for thefts. Initiated random unannounced audits for compliance verification. Slashed thefts from \$500K to less than \$80K after recovery.
- **Implemented CCTV system to reduce embezzlement and increase reported sales.** Employees were embezzling through under-ringing or not ringing sales orders. Developed closed circuit video test system to demonstrate value of installing ten cameras per store. Sales increased 18% at poorly operated stores and 5% at well-operated stores. Adopted in all corporate locations. Expanded system to eliminate embezzlement, false complaints and frivolous injury claims.
- **Reduced missing deposits 92% within 18 months.** Company was missing over 24 bank deposits per month losing \$202K annually. Created and implemented deposit procedure to provide accountability for deposit handling. Limited availability and timing for deposits. Reduced missing deposits to two actual thefts per month for the firm and identified bank mishandling as well.

**Loss Prevention Manager, Little Caesar's Pizza, 1994 to 1995.** Enforced cash handling procedures through unannounced audits. Investigated internal and external theft issues. Prepared cases for prosecution. Developed training for new managers on cash handling procedures.

- **Reduced robberies at Little Caesar's 55% and robbery losses by 88%.** Little Caesar's stores in NH had experienced nine robberies in a year. Tightened cash control policies through unannounced audits. Visited stores during high risk evening hours to ensure monies were secured in time-delayed safes. Reduced robberies to four the following year, cutting losses to 10% of previous year.

**Chief Investigator, Joynes & Beiber LLC, 1993 to 1994.** Assigned and conducted investigations into claims by potential clients. Maintain records of investigations and communicate results to the local attorney and the main office.

- **Doubled new caseload and revenues for investigative division of Joynes and Beiber.** New cases generated were less than half of targeted 45 per month. Implemented scheduling and time-recording system to improve staff accountability. Recorded time on per-case basis. Improved productivity from less than 20 cases to 43 in first month.

**Loss Prevention Detective, TJ Maxx, 1993.** Conduct safety inspections and alarm tests at the stores. Identify and investigate external theft issues. Investigate internal theft issues with regional supervision. Monitor charitable donations from the stores. Escort deposits to the bank. Conduct training of new-hires. Assist in inventorying shipments.

- **Ended million-dollar shoplifting career for TJ Maxx thief.** Identified pattern of suspicious merchandise credit forms. Interviewed register personnel to develop description and profile of offender. Determined profile of offenses and intercepted the perpetrator in the act. Recovered merchandise and uncovered the individual's ten year history of thefts.

**State Trooper II, Virginia State Police, 1985 to 1992.** Enforce traffic and criminal codes of the Commonwealth. Conduct investigations, both self-initiated and assigned. Investigate traffic crashes. Participate in the safety program by giving safety speeches to organizations and schools. Conduct applicant background investigations.

- **Received Virginia Trooper of the Year Award for exceptional performance.** Strikes and riots had stretched state police resources very thin. In addition to performing normal duties during a ten week coal miners' strike, also ran background investigations and provided riot control. Concurrently maintained arrest levels for DUI, court conviction rate and conducted safety presentations in multiple jurisdictions.

**Sergeant, US Army, 1979 to 1985.** Supervised squad of military policeman providing law enforcement and security for military base. Supervised training. Maintained security over Provost Marshal's armory. NCO in charge of nuclear, biological, and chemical equipment and conducted training. Responsible for maintaining reports and entries for the Provost Marshal. Maintained rapport with local civilian law enforcement and security of civilian visitors.

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#### AWARDS

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Humanitarian Service Medal (Army).

Good Conduct Medal (Army).

2 Certificates of Achievement (Army).

Numerous letters of Commendation (Army).

Trooper of the Year (Virginia State Police).