

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 investigative and management skills 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, Little Caesar's** and **TJ Maxx**. Effective in reducing inventory shrink, cash losses and theft. Apply technology appropriately with down to earth, hands-on analysis in every situation.

- **Created loss prevention program for over 2800 Mrs. Fields corporate stores in the US.**
- **Implemented digital video system at Mrs. Fields to increase reported sales.**
- **Reduced robberies at Little Caesar's 55% and robbery losses by 88%.**
- **Ended multi-year shoplifting career for TJ Maxx thief.**

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.

SELECTED ACCOMPLISHMENTS

Created loss prevention program for over 2800 Mrs. Fields 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 digital video system at Mrs. Fields to 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 robberies at Little Caesar's 55% and robbery losses by 88%. Little Caesar's stores in NH had experienced multiple armed robberies over one 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.

Ended multi-year 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 long-term history of thefts.

CAREER SUMMARY

Loss Prevention Director, Mrs. Fields Famous Brands (\$100M), LLC, 1995 to 2006. Brought inventory shrink to less than 1% of sales. Authored corporate loss prevention manual, as well as relevant policies and procedures for field personnel. Supervised three regional loss prevention managers who conduct security compliance audits and investigations. Prepared criminal evidence for use by civilian authorities in both internal and external cases.

Loss Prevention Manager, Little Caesar's Pizza (subsidiary of \$1.5B Ilitch Holdings, Inc.), 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.

Earlier: Chief Investigator, Joynes & Beiber LLC. **Loss Prevention Detective**, TJ Maxx. **State Trooper II**, Virginia State Police. **Sergeant, Military Police**, US Army.

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