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Vertical-Level Management
Strategic & Organization Leadership • Advisory • Civic Engagement

I'm a collaborative influencer specializing in community / educational partnerships, budget and program development, and creating organizational value. Effective professional record that uses basic skills to establish employee, student, service area, and program learning outcomes. Escalating to leadership & management skills that help to facilitate the creation of a positive culture by utilizing outstanding interpersonal and communication skills to forge partnerships that consistently result in more efficient work environments as well as to build trustworthiness, respect, and reliability with all stakeholders. Focus areas include:

Internal & External Customer Service

Strategic Planning
Asset Management

Leadership

Conflict Management
Data Mining and Analysis

Training & Process Improvement

Design-Thinking Strategies
Vendor Relations

PROFESSIONAL EXPERIENCE

Academic Administration Proctor

March 2015 to Present

Thomas Jefferson School of Law

As a direct report to the Assistant Director of Academic Administration, serve as Exam Proctor for the school. Create and maintain a classroom and exam environment of integrity and support.

- Verify and certify exams, packets, and student assignments.
- Establish a process and protocol for exam distribution and collection.
- Train new Proctors.
- Work in a networked based test environment
- Assist in preparing Mid-terms, Finals, and Accommodated Student Exams and Materials.
- Prepare and administer Multiple-Choice Review sessions post Mid-term and Finals.

Supplemental Proctoring Experience

- LSAT (Law School Admissions Test) Exam Proctoring and Administration
- NCESS (National Council of Examiners for Engineering) Exam Proctoring and Administration
- CFA (Chartered Financial Analyst® Exam) Exam Proctoring and Administration

Managing Partner

July 2013 to Present

LEGACY Parenting Survival Wear

An innovative clothing brand and collection that merges comfort, convenience, utility, and value with the benefits of early stage Child Learning and Development, while stimulating and fostering a bonding experience between children and their parent or caregivers.

Managing Partner

July 2016 to Present

Trifecta Business Strategies

Contract and volunteer consultant service provider of business operations and planning, network marketing, security and safety strategies, branding, and resources. Expert advisory to medium to small corporate and private businesses, government organizations, and community school sites.

District & Distribution Center Loss Prevention Manager

December 2009 to June 2016

SPORT CHALET

Oversee all aspects of investigative, operational audit, workplace safety, and training operations to reduce inventory shortage, increase the overall profitability, and safety compliance of assigned stores to minimize business risks. **Specializing in prosperous partnerships** with Executive and Division Operations Managers, Loss Prevention Agents, and Store Management teams in the assigned region.

- **Above average proficiency** of logistics systems and standard software (All Microsoft Office Suite programs, SAP, ASPECT, E3, APTOS, Kronos, Runzheimer, SOP, and High Jump) to uncover and **develop solutions to operational deficiencies** and inventory shrink implications.
- **Co-chair** of SAP training program with Operations and Human Resources.
- **Result:** Certified more than 20 Loss Prevention & Security Professionals to conduct asset protection operations in various jurisdictions across the nation. **Developed** a formalized training program and certification program for new Loss Prevention Agents and District level managers. Implemented a process efficiency model that allows each training module to be completed in 160 hours.
- **Overhauled** Fraud Awareness Training program. Created training documents for Mid-level Managers and Supervisors to use to conduct one-on-one or group clinics with easy to understand content for entry level to seasoned employees.

Director of Loss Prevention & Risk Management

October 2004 to October 2008

ANNA'S LINENS

Recruited as a Regional Loss Prevention Manager for a national retail chain, quickly earned recognition as a leader in asset protection, inventory control, workplace safety, and cross department partnership building. Promoted to Director in 2006 and direct report to the Chief Financial Officer, **evaluated, improved, and created loss prevention, security, safety standard operating policies & procedures, and created departmental budget roll up from zero.**

- **Result:** Saved more than \$500,000 over a 4-year period. **Created** a Shortage Reduction Program. Implemented a customizable strategy that allowed individual sites to identify and react to liabilities. Formalized action plan for day-to-day tactical execution for a 265-location retail store chain.
- **Result:** Saved \$50,000 in start-up costs that did not affect pre-set departmental budget. **Chaired** the Business Continuity committee for a national chain. Implemented a strategy to allow the company to sustain operations during disasters or emergency situations using existing assets and reallocation of resources
- **Result:** Implemented a new sourcing process that utilized a reverse auction format that produced bid solicitations in a business-to-business format. **Created** Request for Proposal (RFP) process.

EDUCATION

MBA in Strategic & Organizational Leadership 2013– Trident University International
Graduated Cum Laude

BS in Business Administration: Minor Criminal Justice 2011– Trident University International
Graduated Summa Cum Laude

AA in Legal Studies 2009– National Paralegal College
Graduated and Certificated Paralegal

CONTINUING EDUCATION / TRAINING

Fellowship Recipient and Graduate 2018 – FBI Citizens Academy
Federal Bureau of Investigation

Certificate in Visual Perception and the Brain 2017– Duke University: Coursera
With Distinction

Fellowship Recipient and Graduate 2017 – San Diego Regional Chamber of Commerce
Public Leadership Institute

Certificate in Virtual Instruction & Education 2015– University California Irvine: Ext: Coursera
With Distinction

“Interview & Interrogation Techniques” Training – Wicklander-Zulawski
Advanced, Basic, Remote Certificated

COMMUNITY / PROFESSIONAL INVOLVEMENT

City of San Diego Human Resources: Police and Fire Chief Recruitment Interviewer

Commissioner 2016 - Current: Chair Elect of the HRC 2017, Re-elected 2018

City of San Diego Human Relations Commission

Police Captains Advisory Board: Founding Board Member 2015 - Current:

San Diego Police Department Northern

Community Police Recruiting Advisory Board: Founding Board Member 2015 - Current:

San Diego Police Department

Board Director 2018: Clairemont Town Council Foundation 501(c) (3)

Youth Design Thinking and Pitch Coach 2017/18 – Smart City Saturdays

City of San Diego Advisory Board Member 2017: Preventing and Countering Violent Extremism

Naval Post Graduate School: Center for Homeland Defense and Security

Sergeant-At-Arms & Chairman 2017: Clairemont Town Council Board of Directors

Political Candidate: 2016 Election cycle for San Diego Unified School Board Trustee

Awarded Community Leader of the Year 2015/16: City of San Diego Council District 6