

Jamal Thompson

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SUMMARY

Detail-oriented and motivated professional with a solid background in retail operations and loss prevention. Proven track record of implementing effective security measures that resulted in a 20% reduction in shrinkage and improved store safety protocols.

EXPERIENCE

Loss Prevention Associate

Jun 2021 - Present

Big Box Retailer, Atlanta, GA

- Implemented theft prevention strategies that reduced inventory shrinkage by 20% within the first year.
- Conducted training sessions for staff on loss prevention techniques, leading to a 30% increase in employee reporting of suspicious activity.
- Utilized CCTV surveillance systems and advanced monitoring software to enhance security measures and incident response.

Security Officer

Jan 2020 - May 2021

Neighborhood Mall Security, Atlanta, GA

- Monitored and patrolled assigned areas, resulting in a 15% decrease in reported incidents over a 6-month period.
- Collaborated with local law enforcement on investigations, contributing to the recovery of stolen merchandise valued at over \$50,000.
- Provided excellent customer service while ensuring safety protocols were followed.

Retail Sales Associate

May 2018 - Dec 2019

Fashion Retail Store, Atlanta, GA

- Assisted in loss prevention efforts through effective merchandising strategies that minimized theft opportunities.
- Leveraged point-of-sale systems to track sales and inventory, contributing to an increase in overall store profitability by 10%.
- Achieved Employee of the Month award twice for exceptional customer service and teamwork.

EDUCATION

Bachelor of Science in Criminal Justice

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Surveillance Systems Management, Incident Report Writing, Inventory Management, Risk Assessment

Tools & Frameworks: CCTV Software, Access Control Systems, Point-of-Sale (POS) Systems