

# Scott W. Sanford

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I am a well-versed business professional with over 25-years of progressive experience in retail loss prevention, having consistently met or exceeded expectations in multiple roles, markets and conditions. I am recognized as an energetic, decisive, industry leader that keeps pace with current trends to improve profitability. I have spoken on a broad range of topics at numerous retail and law enforcement conferences to include NRF, RILA, IAFCI, Merchant Risk Council, CLEAR providing educational insight to thousands of attendees from a cross section of retail, law enforcement and banking sectors.

## Related Work Experiences

### November 2016 – Present:

#### **Dollar Express Stores – Charlotte, NC**

*(Discount store chain comprised of 330 locations in 36 states)*

##### **Director, Loss Prevention**

- Department head, reporting directly to Senior Vice President Store Operations.
- Oversee Loss Prevention functions to include alarms, armored carrier, physical security, data analytics, investigations, vendor contracts and field loss prevention personnel.
- Develop a long-term LP Strategy emphasizing shrink and safety awareness, cash accountability, investigations.
- Develop short-term improvised solutions to address immediate needs of the business.
- Draft policy relative to safety, security, cash accountability.

### August 2016 – November 2016:

#### **Best Buy, Inc.**

*(Consumer Electronics retailer operating over 1,100 US locations with sales exceeding \$40B annually)*

##### **Field Investigator**

- Field support function for territory directors and market teams.
- Conducted field investigations throughout Northeast territory consisting of 175 stores.
- Initiated development of external crimes investigative process (ORC program).

### April 2005 – May 2016:

#### **Barnes & Noble Inc. New York, NY**

*(Specialty retailer operating 640 stores engaged in sales of books, music/DVD, toy & games)*

##### **Director, Loss Prevention - Investigations & Training** (New York, NY / August '06 – April '16)

- Reported to Vice President, Loss Prevention.
- Reduced inventory shrinkage by over 200 basis points obtaining best in industry results of .46% of sales.
- Pioneered highly unique and effective Ecommerce / Organized Retail Crime investigative process.
  - Developed software application which aided in the identification of prolific shoplifters selling stolen goods online (eBay, Amazon, Craigslist, etc.).
  - Obtained confessions exceeding \$140M, effectively mitigating loss driven by professional theft.
  - Established cooperation from numerous federal law enforcement agencies to secure prosecution.
- Implemented data analytics, incident management acting as systems administrator and trainer.
- Recruited, hired and trained LP Analysts and Corporate Investigators.
- Scripted and produced Loss Prevention awareness videos.

##### **Regional Loss Prevention Manager** (Mid-Atlantic Region / April '05 – July '06)

- Managed shrink awareness programs throughout Mid-Atlantic, comprised of 11 districts and 115 stores.
- Collaborated with district management teams on regional issues impacting profitability – hiring, training, operational process, incident management.
- Investigated employee and external theft incidents.

**January 2000 – April 2005:**

**Lowe's Companies, Inc. Mooresville, NC**

*(Home Improvement retailer operating over 1,000 US locations with sales exceeding \$30B annually)*

**Northeast Regional Director – Loss Prevention, Safety & HazMat (Philadelphia, PA)**

- Directed safety and shrink initiatives throughout northeastern region, comprised of 7 districts and a varying store base (50+ locations) yielding approximately \$2 billion in annual revenues.
- Supervised 7 District Loss Prevention Managers and over 60 loss prevention personnel.
- Successfully reduced inventory shrinkage 5-years in a row, surpassing budgeted % and \$.
- Reduced WC/GL claim rates through effective management of established safety programs.
- Conducted operational “Boot Camp” training sessions for field personnel.
- Conducted theft investigations, hazardous material compliance, inventory prep and reconciliation.
- Served as Workplace Violence Threat Assessment region trainer.
- Mitigated threats against the company and personnel by assessing precipitating events and conduction interviews to defuse escalating events.
- Opened over 60 locations throughout the northeast United States, overseeing all physical security, safety and operational shrink prevention initiatives.

**December 1992 – January 2000:**

**Dunham's Sporting Goods, Inc. Waterford, MI**

*(Sporting goods retailer operating 125 locations throughout Midwest and Northeast US)*

**Regional Loss Prevention Manager (December '92 – January '00)**

- Reported to Vice President of Loss Prevention.
- Managed field loss prevention operations for Midwest region, directly responsible for 75 stores.
- Supervised, trained and developed a staff of three Field Loss Prevention Managers.
- Managed BEST lock maintenance program to include key & core assignments to stores.
- Successfully investigated and closed over 700 internal theft cases with a 99% confession rate.

**March 1992 – December 1992:**

**Concord Drugs, Inc. Pontiac, MI**

*(Retail pharmacy chain operating 17 locations throughout greater Detroit)*

**Corporate Loss Prevention Manager**

- Reported directly to Chief Executive Officer / Owner.
- Managed all aspects of the Loss Prevention program for this 17-store retail drug chain.

**Military Experience**

**August 1986 – August 1992:**

**United States Marine Corps Reserve**

- Honorably discharged in 1992 after 6 years of loyal service – Infantry, Administration, ANGLICO.

**Education / Advanced Training**

1987 – 1993: Ferris State University / Oakland University (Criminal Justice & Psychology)

1992 / 2011: John Reid & Associates – Interview & Interrogation seminar

2004: Wicklander / Zulawski – Interviewing seminar