

Kim Hooper

(228) 326-5188

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Expertise

High-energy, fast paced, loss prevention leader, with experience in reducing shrink, decreasing internal and external theft, and increasing safety and hazmat awareness. A proven performer, driven to succeed, with track a record of minimizing shrink loss, improving inventory controls, and growing talent to matriculate to the next level. Seeking a position in asset protection that allows me to use my expertise to maximize profit, reduce shrinkage, and execute strategies that exceed company targets.

Experience

Market Asset Protection Sr. Manager

Walmart Stores, Inc., Columbus, OH

January 2016- Present

- Managed two different markets in 24 months in a metro area to include total staffing of 68 & 48 respectively, total of 19 stores
- Increased internal productivity in current market 25.8% vs LY and improved external performance gap with improved staffing
- Under safety rate at 12.58 on a target of 12.65 with a decrease of 76 bps to LY and top store for company safety challenge
- Improving shrink processes by focusing in on details through technology with Shrink Dashboard, AP Hub, Metrics that Matter
- Creates strong partnerships at market level and store level by touring as a team and touring to teach on the sales floor
- Improving staffing and community partnerships as the regional champion for diversity initiatives and AP recruitment

Sales Manager

March 2015-January 2016

WLRM Blues 1380 AM., Memphis, TN

- Presented the company brand & built new relationships with new and prospective clients in a professional and confident manner
- Generated revenue through sales via commercials, online, & social media a 92% close ratio and 40% new client growth rate
- Managed all social media platforms of the station including Facebook, Instagram, and Twitter to create brand awareness
- Negotiated and deciphered company contracts through direct sales and trade agreements & reviewed sales agents performance

Senior Sales Representative

August 2013-March 2015

Visalus Sciences & Forevergreen International, Memphis, TN

- Prospected potential customers through business to business, cold calls, private business receptions, with an 87% response rate
- Produced product how to videos that increase personal and company branding on social media
- Led multiple team training calls to guide against industry pitfalls, learn economic trends, & ordering based on supply & demand
- Conducted corporate calls, reaching a global audience of thousands each week via mobile, Google Hangout, Skype, and Viber

Store Manager

March 2011-February 2014

Ethan Allen, Incorporated, Memphis, TN

- Increased store volume from \$4M location to \$5.7M, a 17.5% increase in one year. Rated #1 design center in the district
- Decreased store shrinkages, damages, and returns by 32% through open communication with delivery staff, trouble shooting incidents proactively with the clients and conducting quarterly inventory audits & performance reviews
- Led a team of 12 while creating a positive environment that improved staff retention and better open door communication
- Maintained clear communication with district and regional personnel of weekly sales goals achieved, outstanding projects to close, and strategies for opportunities to improve

Senior Sales Consultant

February 2006-December 2010

Bassett Home Furnishings, Gulfport, MS

- Sold home furnishings and accessories, becoming the #1 salesperson in a store of 10; #2 performer in a district of 68
- Designed new home layouts, solidifying repeat clients and new trends with a closing ratio of 34% of first time shoppers
- Performed home consultations to establish trust in the products and services, with a 60% higher ticket than the company average
- Prospected new clientele with sales advertisement in the market, generating new business and increase in traffic by 25% monthly
- Enthusiastically trained new employees on product knowledge and sales techniques; a mentor to 9 junior sales associates

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Loss Prevention Manager

June 2008-December 2008

Sears Holdings Corp., Gulfport, MS

- Managed, monitored, and motivated a staff of 4 full time and part time loss prevention agents with less than 3% shrinkage
- Pulled 32% of out of date food merchandise through weekly audit to ensure shelf stock was sellable for customers
- Increased external apprehensions from average of 2 monthly to 8 consistently with a 400% increase monthly
- Doubled internal apprehensions by interviewing suspects using Wicklander-Zulawski techniques with a 95% case closure rate
- Created better response time with local law enforcement to expedite external apprehension removal from the premises
- Participated in yearly inventory cycle counts in conjunction with operations to monitor store results
- Conducted monthly safety meeting and implemented employee recognition to boost employee morale and shrink awareness

Loss Prevention Manager

April 2002-June 2003

Lowe's Home Improvement, Birmingham, AL

- Conducted 100% of all new hire safety, asset protection, and hazmat training classes for incoming employees
- Upheld and promoted safety policy and procedures throughout the premises with over 365 days no accidents reported
- Prevented external loss through daily apprehensions of shoplifters with an 82% prosecution rate
- Reduced operational loss through weekly receiving and sales floor audits in the warehouse and front lines
- Controlled internal loss with review of daily business, coaching operations, and documenting errors
- Spearheaded hazmat and safety programs to increase employee awareness with 97% participation

Lead Detective

January 2002-April 2002

TJ Maxx Department Store, Tupelo, MS

- Promoted shrink awareness to associates through training courses, games, and weekly competitions
- Maintained weekly and monthly shrinkage with cycle counts and control tag audits
- Installed company cctv with coax cables and personally programmed store's monitoring systems
- Protected store assets and upheld physical security of store through weekly audits of fire extinguishers and exit doors
- Apprehended over 50 suspects involved in internal and/ or external theft within a 4 month span

Loss Prevention Manager

November 2000-December 2001

McRae's Department Store, Columbus, MS

- Responsible for supervising two full time detectives, scheduling 8 security officers, and training 122 employees
- Performed weekly inventory audits and reported monthly to upper management any deficiencies, became #1 in the district
- Conducted training for all new associates, to include store policy, emergency procedures, store security, and store familiarity.
- Apprehended suspects involved in internal and/or external theft through 5 step apprehension process or employee interviews, CCTV, and onsite watch towers

Education

MBA, Management

Mississippi State University, Starkville, MS

BS, Business Administration

Alcorn State University, Lorman, MS

Leadership

2018 Alcorn State University's Top 50 Under 50 Honoree

2017-Present Member, IOBSE (International Organization of Black Security Executives)

2015- 2016 Member, Memphis Urban League of Young Professionals

2015-2017 Member, National Black MBA Memphis Chapter

Strengths

- Experienced Asset Protection Trainer
- Incomparable Customer Service
- New Strategy Developer
- Professional Interrogation Techniques
- Critical Thinker & Problem Solver
- Awareness Programs Leader