



Pam Garrett

84 Worth Street
Springfield, MO 65814

Available for Relocation

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GOAL: SECURITY & LOSS PREVENTION MANAGER

Career Summary

Dedicated and experienced manager of security operations and loss prevention programs for Fortune 500 retailers (e.g. Wal-Mart, Kmart, Sears, JCPenney, Estée Lauder) and manufacturers/distributors (e.g. Pepsi, General Motors, 3M), with proven track record of minimizing losses and reducing shrink 22-fold. Adept in conducting comprehensive business needs analyses and security audits to uncover, correct, and/or augment asset protection, loss control, and workplace safety needs.

Strong background in legal issues, law enforcement, and criminal investigations gained from prior career as a deputy sheriff and police officer. Expert builder and trainer of highly motivated and cohesive security teams, with experience supervising guard forces of up to 100 in multi-site operations. Certified law enforcement instructor, with extensive public speaking and teaching experience in diverse settings (elementary classrooms, sales floors, police academies, corporate boardrooms, courtrooms).

Expertise

- Security & Loss Prevention Management
- Criminal Investigations & Undercover Operations
- Workplace/Public Safety & Asset Protection
- Hazardous Materials (HAZMAT) Handling
- Public Speaking & Teaching
- Shrink Reduction & Loss Control
- Team Building, Training & Supervision
- Firearms Safety & Handling
- Legal Issues & Compliance
- Cultural Sensitivity

Experience

SPRINGFIELD SECURITY SYSTEMS – Springfield, MO

Field Supervisor / Inspector, 2001 to 2006 (March)

Held full accountability for management of 24x7 security operations within territory comprised of 35 Fortune 500/major client sites (e.g. Kmart, Pepsi Cola, 3M, General Motors, Estée Lauder). Trained and supervised 70-100 guards; completed detailed investigative work on behalf of retail clients; responded to emergency situations; maintained comprehensive weekly logs of all activities; and observed workers in performance of duties to maximize effectiveness and coach/correct weaker areas. **Selected Accomplishments:**

- **Improved customer satisfaction/retention and salvaged the threatened loss of key accounts** (e.g. Pepsi) by initiating frequent, in-person meetings with client management.
- **Slashed costly employee turnover by 15% and wrestled out-of-control staff "no-shows" to nearly zero** while simultaneously strengthening employee morale, accountability, and productivity.
- **Conducted well-received on-site training** on topics including loss prevention/loss mitigation, security procedures, report writing, and inventorying processes.
- **Uncovered internal theft ring for Fortune 500 client** that halted losses of **\$5,000-\$6,000 every week**. Advised client of suspicions, instituted vehicle inspections, stopped criminal activity, and delivered a 22-fold shrink reduction for client distribution center.
- **Won accolades from newly acquired Kmart account** for proactive actions ensuring the security of receiving operations. Trained officers assigned to main gate on how to identify truck seal tampering and discrepancies on transit logs/documentation/records.

SPRINGFIELD SHERIFF'S OFFICE – Springfield, MO

Deputy Sheriff, Field Services Division, 1998 to 2001

Located, arrested, and returned fugitives and persons wanted for various criminal offenses and civil matters. Obtained necessary legal documents (warrants, extradition papers), maintained accurate records, managed high-volume caseload, and testified in court to present evidence. **Selected Accomplishments:**

- **Made well over 800 arrests** (400+ felony, 400+ misdemeanor) throughout tenure and received **frequent accolades** from supervisors and citizens for service, professionalism, and devotion to duty.
- **Apprehended theft suspects and initiated cases for prosecution** as a member of Sheriff's Office contracted security services team, working undercover to support loss prevention operations of major retailers (Sears, JC Penney's, Wal-Mart).
- **Regarded as a "favorite" expert or arresting officer witness by state attorney's office** due to proven strengths in verbal presentation and written documentation. Testified in approximately 50 court cases (ranging from theft, DUI, manslaughter, assault, and sexual battery).

"...Deputy Garrett should be commended for the outstanding work she performed. Her immediate [action] was instrumental in the solving of several crimes in the Springfield area...[she] is an asset to our shift and our agency."

– Letter of Commendation from Lt. Johnson, Springfield Sheriff's Office

Experience

(continued)

"...you were most certainly instrumental in effecting the arrests of the two suspects from the convenience store robbery... Clearly your tenacity in seeing this case to its fruition is highly commendable and your law enforcement techniques thorough... thank you for your hard work"

– Sheriff Stolley,
Springfield
Sheriff's Office

Education & Credentials**SPRINGFIELD MISSOURI POLICE DEPARTMENT – Springfield, MO****Police Officer, 1995 to 1997**

Conducted numerous investigative and surveillance operations with county, state, and federal agencies; responded to emergency situations; patrolled neighborhoods to ensure public safety; handled criminal investigations; processed crime scenes and collected/submitted evidence to crime lab; and testified extensively in courtroom trials. Frequently invited to conduct training programs for area retail stores and their employees on loss prevention tactics, strategies, and procedures. **Selected Accomplishments:**

- **Won the respect and trust of residents** in low-income, high-drug areas and decreased citizen complaints through relationship-building efforts. Demonstrated a commitment to protecting children, families, and property through high-visibility patrols and launched "Neighborhood Watch" programs.
- **Founded "Buddy Cop" program** to foster close ties between law enforcement and the community and augment child safety in largely "latchkey-kid" neighborhood.
- **Assisted local small businesses in initiating monthly training** to better educate owners on loss prevention measures and maintaining the security and safety of their businesses and staff. Led group training sessions and in-person "security audits" to recommend corrective safety/theft prevention actions.

U.S. AIR FORCE – Based in Okinawa, Japan**Equipment Management Specialist, 1986 to 1990**

Managed over 125 accounts, supervised two divisions (18 staff), and administered the auditable Delinquent Document Program. Researched and identified supply and equipment requirements and inventory control actions to ensure adequate support of Air Force operations. **Selected Accomplishments:**

- **Reduced delinquencies from 55% to zero** in three months.
- **Strengthened inventory control**, ensuring timely corrections of delinquencies and rapid investigation of losses through property accounting log.
- **Assisted in government investigations into internal theft**, resulting in multiple arrests.

SPRINGFIELD COMMUNITY COLLEGE – Springfield, MO**AA Degree in Paralegalism, 1992****COMMUNITY COLLEGE OF THE U.S. AIR FORCE – Virginia****Certificate in Logistics Management, 1987****Certifications & Training**

- State Certified Law Enforcement Officer (State of Missouri), 1995
- State-Certified in HAZMAT Awareness and Emergency Management, 1994
- State-Certified Law Enforcement Instructor (Missouri Department of Law Enforcement), 2001
- State-Certified Field Training Officer (Advanced Training Certificate Program), 1999
- Certificate in Fraud Prevention (Visa Corporation), 1998
- Certificate in Interviewing and Interrogation (Missouri Department of Law Enforcement), 1995
- First Responder- and CPR-Certified – Infants and Adults (American Red Cross)
- "Hate Crimes Training" (Office of the Attorney General, State of Missouri), 2002

Speaking Highlights

Invited by Fortune 500 retailers, businesses, community groups, and schools to deliver presentations on loss prevention, workplace safety, criminal investigations, and violence prevention. **Highlights Include:**

- "Loss Prevention," Springfield Small Business Association, Springfield, MO – 2002
- "Preventing Violence in the Workplace," Wal-Mart Management, Springfield, MO – 2000
- "Human Diversity," Springfield Sheriff's Office – 2001
- "Criminal and Crime Scene Investigations," Springfield Community College – 2001