

ANDREA MARIE HESS

CELL [REDACTED] • E-MAIL [REDACTED]

OBJECTIVE

I am seeking a position that will allow me to capitalize on my investigative strengths while expanding my knowledge in a new field.

SUMMARY OF QUALIFICATIONS

- Experienced in Surveillance and Internal Investigations
- Outstanding Rapport with Local Law Enforcement Agencies
- Wicklander-Zulawski Certified in Advanced Interview and Interrogation Techniques
- 2014 Corporate Award Recipient from the Cook County Crime Stoppers
- Prior Cook County Regional Organized Crime Task Force Executive Board Member
- Prior American Heart Association CPR/AED BLS Certified Instructor

WORK EXPERIENCE

Meijer Inc. Grand Rapids, Michigan

[9/15 to 6/17] *Regional Investigator*

As a prior active member and informal leader of the corporate investigative team, I ensured internal and external theft was negated within the assigned market(s). I used technology to observe activity, identify and react to internal theft and Organized Retail Crime. I worked closely with the Regional Asset Protection Team, Continuous Audit Team and Major Investigations to maximize effectiveness related to internal theft and Organized Retail Crime. I acted as the local liaison on Organized Retail Crime, partnering with Local, State and Federal Law enforcement.

Key Deliverables:

- Build key partnerships with local Law Enforcement and attend local Organized Retail Crime Task Force meetings. Serve as Meijer liaison with law enforcement and other retailers to investigate and collaborate on addressing issues within assigned market and across geographies
- Conduct high level internal theft investigations, interviews and interrogations through application of extensive experience and knowledge
- Determine 'what' will be investigated, the method of investigation, and delegate / direct internal theft investigations to appropriate parties, including Store Detectives. Ensure case resolution and appropriate follow-up
- Serve as Subject Matter Expert / Regional Trainer of the internal theft investigation processes
- Responsible for educating Market/Store Leadership on potential internal theft and Organized Retail Crime risks and trends
- Responsible to investigate, track and communicate all internal theft and Organized Retail Crime cases within assigned market
- Ensure appropriate documentation of incidents and events, recording pertinent facts that may require litigation
- Represent Meijer in criminal court and/or civil proceedings related to incidents/events for assigned market(s)

[4/15 to 9/15] Distribution Asset Protection Manager

My position was responsible for working with all areas within the distribution complex on loss prevention, safety, compliance and sanitation. I managed day to day logistics and security/safety at the newest distribution center to the Meijer corporation which supplied Illinois, Wisconsin and NW Indiana stores. I had a team of 18 direct reports.

Key Responsibilities Included:

- Training and conducting hazardous release/emergency evacuation exercises
- Managing Process Safety Management & Risk Management Plan programs
- Conducting internal/external theft investigations
- Trending existing data/developing matrices to drive distribution goals with regard to clinic visits, reportable injuries, accidents
- Submitting capital budgets
- Hiring, managing and developing a distribution Asset Protection team
- Ensuring execution of all Asset Protection standards
- Managing Asset Protection processes in the following disciplines:
 - Security
 - Shrink
 - Food Safety (FDA/Ag)
 - Occupational Safety (OSHA, ANSI, NFPA)
 - Environmental Safety (EPA, DHS)
 - Developing and maintaining professional relationships with local agencies (LEPC/EMA/SERC/FD-PD)
 - Managing Asset Protection distribution budget
 - Enforcing local/state/federal regulations

[5/12 to 4/15] Market Asset Protection Team Leader

My position worked collaboratively with the Market Directors and Store Directors to support a culture of safety and 200% accountability. My position ensured the effectiveness of the Asset Protection, safety and fire-prevention efforts within my assigned district, thru root cause analysis and deployment of solutions that protected the assets of our organization. I managed the Asset Protection department for 10 Meijer stores throughout the North Chicago district with a team of 15 direct reports.

Key Responsibilities Included:

- Hiring, training and supervising Store Detectives
- Investigating organized retail crime
- Investigating complex internal cases
- Conducting safety auditing to identify and correct unsafe conditions and behavior
- Reviewing OSHA compliance with customer and team member accident investigations
- Identifying and ensuring cash losses were investigated to resolution
- Ensuring physical security of store locations
- Ensuring fire protection system and associated alarms are operational
- Reviewing daily incident and apprehension reports

[5/10 to 5/12] Regional Detective

- Investigated high level internal cases and conducted surveillances
- Tracked and investigated all organized retail crime cases within region
- Conducted investigative interviews on internal and external cases
- Trained Store Detectives on internal theft investigation processes

[1/08 to 5/10] Market Investigations Detective

- Daily review of internal audit reports as well as self generated reports via Market Basket, Unity, P.O.S., EFT Secured etc.
- Reviewed several regional reports and delegated the investigations to the appropriate person(s)/store
- Conducted internal theft investigations and interview team members
- Conducted team member surveillances
- Assisted and mentored store detectives to successfully close team member cases; Tracked all internal theft case

[6/06 to 1/08] Store Detective

- Monitored theft activities of the store's guests by ways of floor surveillance as well as CCTV
- Performed internal investigations
- Enforced fire and safety codes appointed by Meijer and the state of Illinois
- Presented evidence to the State's Attorney and courts of apprehended individuals
- Prepared in depth factual reports of criminal actions to be reviewed by corporate loss prevention, local law enforcement and state prosecutors
- Protected Meijer assets and reduced liability

[11/05 to 6/06] Hard Goods Area Team Leader

- Managed 8 departments and the hard goods team
- Provided customers with prompt knowledgeable information concerning all products within the hard goods area
- Trained team members to perform daily tasks and abide by the policies enforced by Meijer
- Prepared weekly schedules
- Completed daily tasks set forth by my first assistant

EDUCATION

[8/05 to 1/18] Waubonsee Community College, Sugar Grove, IL

Associates Degree In Applied Science of Criminal Justice

[8/14 to 1/18] College of Lake County, Grayslake, IL

Obtained Transfer Credits to Finish Degree at Waubonsee Community College