

BRIAN PALMER

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CERTIFICATIONS AND SKILLS

- **Loss Prevention Qualified**, *Loss Prevention Foundation*, issued March 2013
 - Can demonstrate an understanding of core competencies in loss prevention and liability exposure.
- **Active Shooter Training**, *Emergency Management Institute*, issued December 2012
 - Course covered actions to take when confronted with an active shooter and how to respond to law enforcement. I am able to recognize possible workplace violence signs, prevent and prepare for potential active shooters, and manage consequences following an active shooter incident.
- **Proficient in Microsoft Word, Excel, CRM systems, and Power Point**

WORK EXPERIENCE

BASK Technology, Lehi, Utah

Service Delivery Manager, June 2015-Present

- Ensure there is quality; up-to-date documentation existing for all service arrangements.
- Manage team including on and off premise resources, vendor managers/provider owners, as well as individual performance, technical and skills development.
- Communicate clear objectives, evaluate progress and instill a high performance culture with focus on team work and accountability.

inWhatLanguage, Salt Lake City, Utah

Senior Account Manager, December 2013-Present

- Managing client relations from initial client quotes, working with project managers to find qualified translators, tracking pending quotes with clientele, communicating and coordinating product delivery.
- Prospecting new iWL clientele through monthly networking events

Genesco Inc., Nashville, Tennessee

Loss Prevention Manager, April 2012 – November 2013

- Improved training processes within individual stores around US, which has increased corporate profit margin by decreasing retail shrinkage and employee retention.
- Coordinating and performing Loss Prevention audits in over 100 stores across the United States and Canada.

Operations Project Coordinator, March 2007 – April 2012

- Responsible for assisting in the design and development of operational systems, policies, processes, and procedures effecting 2,400 world-wide locations.
- Executed and implemented new systems and processes to the field, issued personnel training on new company software and tools, requiring onsite visits, quality assurance reviews, and personnel buy-in.

Journey's Retail Shoe Store, Salt Lake City, Utah

Area Manager, May 2006 – March 2007

- Oversaw the sales and operations of 5 retail locations and 45 employees within the state of Utah.
- Increased Area sales 10% in one year, while increasing sales in my location by 15%.
- Recruited, trained, and developed four future managers.

Store Manager, May 2004 – May 2006

- Oversaw the sales and operations of 3 retail locations & supervised 8-10 employees per location.
- Produced the lowest turnover rate in the Region, while also being a training center for all locations.
 - Awarded Audit Excellence recognition for highest productivity in the region, 2004 and 2005.

Journey's Retail Shoe Store, Las Vegas, Nevada

Area Manager, September 2000-May 2002

- Supervised sales and operations of 6 retail locations and 65 employees located in two states.
 - Awarded Divisional Store Manager of The Year, March 2000.

EDUCATION

Utah Valley University, Provo, Utah

Bachelors Degree, Business Management and Operations, expected graduation winter 2016

Salt Lake Community College, Salt Lake City, Utah

Associates Degree, emphasis in Criminal Justice, 2004