

# Bernard S. Robinson, MBA, CLSD

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## SENIOR EXECUTIVE PROFILE

*Asset Protection ... Loss Prevention ... Security*

Dynamic, multi-faceted, results-oriented Senior Asset Protection/Loss Prevention Executive possessing 20 years of industry knowledge coupled with comprehensive experience demonstrating quantifiable achievements and expertise encompassing all facets of balancing operational efficiencies and personnel development. Take pride in ability to effectively combine corporate objectives and values with professional goals and work ethic.

Employ proactive management and strong leadership techniques to spearhead accomplishment-driven workplace environment, resulting in employee loyalty. Build and foster strategic business relationships with organizational hierarchy and C-level executives, maintaining customer satisfaction at all levels.

*"Bernard brings to the team business knowledge and experience to generate strategies to achieve business goals.... "*

### Summary of Qualifications

Public Speaking & Presentations  
Work Planning & Prioritization  
Staff Train & Team Leadership  
Multi-Site Operations  
Budget Development, Allocation, & Monitoring  
Persuasive Communications

Leadership & Mentoring  
Staff Performance Optimization  
Program Design, Development & Implementation  
Policy & Procedure Implementation  
Special Event Planning & Management  
Problem Resolutions

*"Bernard has developed an action plan and has worked on it throughout the year to lead the Loss Prevention to a Four Star Rating.... "*

### Career Accomplishments

- Championed \$350k annual departmental budget; successively; 2004, 05, 06, & 07 (**Ritz-Carlton Atlanta**)
- Key driver in conceptualization, development, implementation and fostering of practices regarding **federal mandatory safety practices, e.g. OSHA, Bloodborne Pathogens, Material Safety Data Sheets, Emergency Evacuation Drills, Manager on Duty, Hotel Fire Brigade, Threat Conditions, Bomb Threat & hotel leadership/general hotel population thus assuring hotel readiness (Ritz-Carlton Atlanta, & Atlanta Midtown Suites)**
- Instrumental in financial success of hotel via an **in-depth and comprehensive employee accident prevention program (Worker Compensation) in conjunction with OSHA** rules, regulations and policies.
- Spearheaded the success with the Ritz-Carlton Hotel, LLC **Loss Prevention Matrix/Audit; lead LP to Four Star Rating. (Ritz-Carlton, Atlanta)**
- Coordinate the daily operational objectives of security coverage for high profile clientele; Presidential, Vice Presidential and other federal state officials, Military Land Symposium, & Military Land Symposium (**Ritz-Carlton, Atlanta**)
- Spearheaded strategic security coverage for high profile clientele; **2001 and 2002 American Idol security coverage, Security coverage that encompassed multiple sites and distance (Security Experts Incorporated -SEI)**
- Managed a system requiring 1800 hours plus a week, 17 supervisors, 64 employees, **Security coverage that encompassed multiple sites and distance (Colt Security)**

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- Successfully implemented proactive measures to assure security licensing, training and regulations prior to the placement of staff onto accounts in the Atlanta area. Security coverage for commercial Freight Lines; Lufthansa, Korean Airlines, World Airways, and more (**Area malls, Atlanta Hartsfield International Airport (SEI)**)
- Organized, planned, staffed and coordinated security functions for thirty-two (32) Class-A office buildings in the District of Columbia. (**Barton Protective Services**)

*"Bernard is a strong team player who works closely within his department as well as other departments based on strong relationship, integrity and respect by his peers.... "*

## Professional Accomplishments

### Director of Loss Prevention

*The Ritz-Carlton, Atlanta (Downtown), GA (2004-2007)*

*Affiliation: Marriott International*

**Challenge: The management of Loss Prevention staff at one of three landmark hotels for The Ritz-Carlton Hotel Company, LLC. A historic Mobile four star, AAA Five Diamond hotel in downtown Atlanta, GA with emphasizes on providing consistently efficient, effective and high-quality professional security services, via sound leadership in a multitude of guest related scenarios, coupled with providing a secured work environment for the guest, patrons, and the ladies and gentlemen of the Ritz-Carlton Hotel Company, LLC.**

- Conceptualize, develop and implement programs for **identifying trend, creating strategic plans, and implements measures toward the prevention of similar occurrences in the future**
- Assure financial success of our hotel via a **weekly conference regarding the Labor Analysis Report in conjunction with the Labor Analysis Justification Documentation and overview of departmental expenditures**
- Assure financial success of our hotel via an **in-depth and comprehensive employee accident prevention program (Worker Compensation) in conjunction with** compliance with **OSHA** rules, regulations and policies.
- In the role of liaison, provide **consultation, professional representation and expert testimony** in scenarios wherein litigation is involved regarding prosecution, defense, and/or liability.
- Develop and maintain ongoing **training classes on federal mandatory safety practices, e.g. Bloodborne Pathogens, Material Safety Data Sheets, Emergency Evacuation Drills, Manager on Duty, Hotel Fire Brigade, hotel leadership/general hotel population**
- Assure the proper handling (Lead Investigator) of crime, incidents, Medical Emergencies as well as traffic

### Chief of Loss Prevention

*Atlanta Marriott Suites Midtown, Atlanta, GA (2003-2004)*

*Affiliation: Marriott International*

**Challenge: The management of security staff at a Mobile Four Star hotel in midtown Atlanta, GA with emphasizes on providing consistently efficient, effective and high-quality professional security services via sound leadership in a multitude of guest related scenarios, coupled with providing a secured work environment for the guest, patrons, staff and associates.**

- Coordinate **sensitive security related issues**
- Assure the proper handling of **interdepartmental preliminary investigations** of guest related issues

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- Manage various security functions for VIP guest and hotel functions (**Local, State and Government functions, Celebrity sports athletes and Executive corporate functions**)
- Assure compliance with **Job Safety Analysis (JSA)**

### **Director of Security Southeast Region** **Security Experts, Inc., New York (1998-2003)**

**Challenge: The management of security staff with emphasizes on providing consistently efficient, effective and high-quality professional security services by providing a secured work environment by providing direction of all security activity and functions on specified account locations, including the protection of life and property.**

- Developed and implemented the security coverage for high profile clients (**2001 and 2002 American Idol security coverage**)
- Negotiation of **new contracts**
- Implemented safeguards to **assure security licensing, training and regulations** prior to the placement of staff onto accounts in the Atlanta area. (**Area malls, Atlanta Hartsfield International Airport**)
- Work in a joint venture with the New York and Savannah, GA office branch management on security related issues
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### **Manager on Duty (MOD)/Loss Prevention Supervisor** **Marriott Marquis-Downtown Atlanta; Atlanta, GA (1997- 2002)** **Affiliation: Marriott International**

**Challenge: The supervision for security staff at a five star convention hotel in the heart of downtown Atlanta, GA, with emphasis on providing confident leadership coupled with sound decisions on guest related scenarios.**

- Assure the proper handling of interdepartmental preliminary investigations of guest related issues
- Supervise various security functions for VIP guest and hotel functions (**Local, State and Government functions, Celebrity sports athletes and Executive corporate functions**)
- Assure the daily audits of night deposits are completed in its entirety.

### **Additional positions held**

#### **Field Manager/Account Manager/Senior Facility Supervisor**

**Barton Protective Services, North Metropolitan Atlanta, GA & Washington, DC (1994-1997)**

**Management of security staff members at upscale executive office buildings in the North Metropolitan Atlanta, GA and the downtown executive office district of Washington, DC.**

#### **Chief of Security**

**Northlake Mall (Corporate Properties Investors/ Simon Properties), Atlanta, GA (1994)**

**Management of security staff members in a retail environment with emphasizes on providing highly visible, consistently efficient, effective and high-quality professional security services to high quality retail shops, visibility both to the interior and the exterior of the property.**

#### **Security Account Manager**

**Colt Security, Atlanta, GA (1993-1994)**

**Challenges: The management of security staff members in the package shipping industry, (United Parcel Services) with emphasis placed on providing a secured environment both at the departure and arrival gates of the UPS facilities, as well as providing secured grounds in the employees work areas.**

**Law Enforcement Officer**

Savannah Police Department, Savannah, GA (1983-1992)

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**Challenges: Served in a variety of capacities throughout law enforcement tenure. Served as a Patrol Officer, Field Training Officer, Homicide and Sex Crimes Investigator, Special Operations (ERT – Emergency Response Team), High Risk Warrant Squad.**

*“Bernard openly share relevant information with the team, promote team spirit and recognize team success....”*

**Education**

**Walden University**, Minneapolis, Minnesota ~

School of Management- Master of Business (MBA) Emphasis Global Business 2008

**Georgia State University**, Atlanta, Georgia

College of Arts and Sciences- (BA) Journalism in Public Relations/Minor in Criminal Justice 2003

**Professional Development**

The Ritz-Carlton Hotel Company, L.L.C. (Certified, Staff Interview Analyst)

The Educational Institute of the American Hotel & Lodging Association (Certified Labor Management System)

The Educational Institute of the American Hotel & Lodging Association (Certified Lodging Security Director **CLSD**)

Hartsfield/Jackson-Atlanta International Airport/Department of Aviation Security Clearance

Georgia Peace Officers Standards & Training Council Graduate (Police Academy)

United States Armed Forces Honorable Discharge (US Army)

*“Comments above are excerpts from recent Leadership Performance Appraisal reviews....”*

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## **EXCLUSIVE OPERATIONS ADDENDUM**

Listed below are major operations assignments that I held complete accountability and management of overall security operations with internal staff and external client relations. Industries span from federal, state and local official functions, corporate meetings, commercial conventions and entertainment and sports details.

My main objectives for all events were to provide professional security services through efficient execution and personnel. I am the main point of contact for all security leaders as well as I conduct thorough tours of the property prior to visitation, performed analysis for security plans for high-profile clients, and presented defined procedures for emergency evacuations and floor plans in pre-conference/meetings with clients. Assure updated training and certification of personnel as it relates to the industry.

As Director of Loss Prevention operations, I work very closely with federal, state and local law enforcement agencies to foster a professional relationship and team environment to ensure proper and rapid response to incidents on property. As a member of the Atlanta Downtown Association of Director of Loss Prevention and Security, we meet on a monthly basis to keep abreast of any security related issues that affects our daily operations.

### **Government Contracts:**

- Presidential, Vice Presidential and other federal state officials
- National Defense Intelligence Association
- Military Land Symposium
- Political Fundraiser

### **Corporate Account:**

- Technology giants (Microsoft, IBM, and others)
- Medical, Dental and Legal Associations

### **Commercial Accounts:**

- Gift and Rug show
- American Society of Industrial Security
- Commercial Freight Lines (Lufthansa, Korean Airlines, World Airways, and more)

### **Entertainment Details:**

- All Professional sporting teams
- Various entertainment high-profile celebrities