

Dino Teoli

Deux Montagnes | dino.teoli@gmail.com | 514-817-7693 | <https://www.linkedin.com/in/dino-teoli/>

Senior Operations | Inventory Control | Loss Prevention

Bilingual Operations, Inventory Control and Loss Prevention Professional, recognized for dedication, initiative, innovation, communication, and leadership skills. Seen as a resource by management and peers, sought out to assist in problem solving, detecting patterns in fraudulent activities and process improvement. Demonstrated ability to work well within team environments or individually; proven record of accomplishment surpassing objectives and generating results.

- Analysis / Reporting
- Process and Procedure Management
- Operations
- Inventory Control / Supply Chain
- Customer Service / Confidentiality
- Leadership
- Loss Prevention / Corporate Security
- Production /Quality Control

Experience and Accomplishments

Inventory Control Administrator Retail

2015 - Present

BIRKS GROUP, Montreal, Quebec

Reporting to *Inventory Control Director*, responsible for inventory count coordination, queries, variances, reporting and tracking. Developing and maintaining relationships with store locations and external vendors.

- Took the initiative to re-build and streamline the inventory file in a more pragmatic manner, improving store inventory audit process accuracy by 25% and increasing overall efficiency.
- Established Best Practices in communications with Store Directors pre-inventory, successfully improving overall communications within Inventory Control Department and retail stores by 25%.
- Streamlined month-end Inventory reporting resulting in improved delivery time.
- Streamlined monthly inventory and consignment product sales reporting resulting in improved delivery time.
- Selected to be a key member of the "Birks Key User team", for Microsoft Dynamics 365 System integration, testing business process and workflow.

Sales and Operations Analyst / Assistant

2013 - 2014

BENTLEY GROUP, Montreal, Quebec

Reporting to the *Vice-President of Sales and Operations*, assisted Executives in daily operational tasks, responsible for requesting and performing cost analysis on temporary real estate leases for seasonal pop up locations. Managed bonus program for over 400 stores.

- Created and implemented a store contest program for over 400 locations, running weekly, monthly and quarterly contests, increasing staff moral and output.
- Negotiated and coordinated temporary locations for the period of "Back to school", reducing overall costs by 10%, increasing communication between shopping centers and retail locations.
- Developed communications between field managers and the home office, increasing communications by 40%.
- Managed monthly and quarterly bonus programs for entire store portfolio, streamlining process and assuring proper payment and reporting accuracy.
- Resolve retail store operational issues with field management.

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Operation / Logistics / Customer Service Manager

2009 - 2013

TRIPRO CANADA DISTRIBUTION, BOISBRIAND, QUEBEC

Reporting to the *CEO/Owners*, responsible for the Operations Department, customer service and order fulfillment. Led a team of 5.

- Successfully reduced costs by improving operations processes, increasing overall efficiencies by 50%.
- Maintained the company's email maintenance and accounts using Microsoft tools, reducing costs by 10% and increasing efficiencies by 30%.
- Supervised the production and quality control of pin pad and security products, improving process efficiency and accuracy by 50%.
- Led inside sales and technical support functions for all incoming calls and emails, successfully improving resolution response rates by 40%.

Loss Prevention Manager / Investigator / Coordinator

2003 - 2008

BENTLEY GROUP, MONTREAL, QUEBEC

Reporting to the *Director of Loss Prevention*, responsible for a team of 7 Loss Prevention Auditors and 2 Investigators Canada-wide, managed annual inventory schedules for 500+ stores.

- Grew the Loss Prevention Department from 3 to 12 employees over a 2-year period.
- Developed and maintained Loss Prevention programs for more than 500 retail stores across Canada, improving shrink rate by 20%.
- Detected fraudulent patterns through transaction analysis, uncovering internal theft activities, representing an increase of open cases by 50%.
- Improved department communications by 10%, streamlined and coordinated all loss prevention related emails.
- Acted as liaison between bank investigators, local law enforcement and other retail chain Loss Prevention Departments, leveraging best practices and solidifying a critical network.
- Managed the card access system for Head Office and the Bentley Warehouse.

Loss Prevention Coordinator

2002

LES MODES SHIRMAX / REITMANS CANADA, MONTREAL, QUEBEC

Fraud Analyst

2001 - 2002

SUREFIRE COMMERCE, MONTREAL, QUEBEC

Blackjack Dealer

2001

CASINO DE MONTRÉAL, MONTREAL, QUEBEC

Education

BACHELOR OF SCIENCE / MAJOR IN CRIMINOLOGY

UNIVERSITE DE MONTREAL, MONTREAL, QUEBEC

Minor in Psychoeducation.