

JOSHUA JONES

Retail Business & Investigations Manager

CONTACT

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 Joshua.Jones05@Outlook.com

 Cincinnati, OH (Relocatable)

EDUCATION

Wicklender-Zulawski

2026

Certified Forensics Interviewer +
Investigative Interviewer
Certification

Ohio Virtual Academy

High School

AWARDS & CERTIFICATIONS

- W-Z Investigative Interviewer
- W-Z Certified Forensics Interviewer
- Red Cross First Aid + CPR
- Regional Shrink Strategist

SKILLS

- Multi-Unit & Cross Functional Team Leadership
- Theft Prevention
- Case Management
- Customer Service
- Reporting & Analysis
- Business Strategy
- Organized Retail Crime Investigations
- Shrink Management & Strategy
- Operations Management

PROFILE

As an Asset Protection Manager, I am passionate about protecting people, reducing risk, and building high-performing teams through strategic leadership, investigations, and operational excellence. My experience includes leading complex internal and external investigations, supporting Organized Retail Crime (ORC) initiatives, implementing shrink reduction strategies, and partnering with cross-functional leaders and law enforcement to safeguard organizational assets. Beyond investigations, I am driven by developing people and creating systems that improve performance long after they are implemented. Whether mentoring new leaders, facilitating training, or designing processes that increase efficiency and accountability, I believe the strongest organizations are built by investing in their people. I am committed to continuous learning, innovation, and leading with integrity, with a long-term goal of shaping the future of training and development by building scalable programs, strengthening operations, and developing the next generation of leaders.

WORK EXPERIENCE

ASSET PROTECTION & INVESTIGATIONS MANAGER

Nordstrom + Nordstrom Rack

February 2025 - Present

- Lead and develop Asset Protection professionals, providing training, coaching, and guidance to ensure compliance with company standards and state laws
- Direct all theft prevention, safety programs, and loss reduction strategies to minimize shrink and protect profitability
- Collaborate with stores and regional leadership to address program development, assess risk and implement strategic action plans

ASSETS PROTECTION SPECIALIST

Target

October 2021 - January 2025

- Maintain consistent and effective communication with store, district, and regional partners facilitating real-time communication on apprehensions
- Compile and maintain accurate records of all incidents
- Assist in the management of Asset Protection professionals