

Forging Partnerships

This is another in a series of interviews with working professionals who have earned their LPQ or LPC certifications from the Loss Prevention Foundation (LPF) to hear in their own words why they pursued certification and how it has benefited their careers.

When did you get certified?

I received my LPQ certification in 2012.

Why did you decide to pursue certification?

From the initial start of the LP Foundation, our organization saw value in promoting education and growth in our industry and became a sponsor. Several members of our team, myself included, decided to go through certification so that we could have a better understanding of the role that loss prevention plays in the retail industry and learn what we could do to offer more value.

How would you compare certification to other educational courses that you've taken?

Most courses that I have taken focus on one topic or practice. This certification covered more of a global operational business approach.

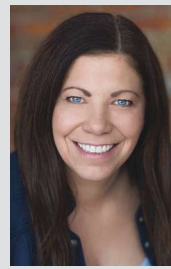
Tell us more about the process.

Having the coursework online really made it easy to work on at home and on the road traveling. The coursework was laid out very well and was easy to go through. Having videos to review was very helpful as well. When we went to take the proctored exam, the questions were more challenging than the coursework practice questions. You really had to think about what was being asked and apply what you learned.

How has going through the certification process influenced the way that you approach your job?

I have more confidence and truly feel it has made me a better leader professionally, both inside and outside of my organization. I have a better empathy and understanding for the role and challenges that loss prevention professionals and retailers face. As a result, our organization implemented sharing best practices in all of our marketplaces as we realized that one's pain is usually shared by others.

Interview with Cita Doyle, LPQ



Cita Doyle, LPQ, is the director of sales and marketing for InstaKey Security Systems. In over fourteen years of security consulting, she has published many articles, hosted multiple webinars, and conducted national training seminars. Doyle openly shares her knowledge and experience through education of effective key control practices. She is also an active member of The Loss Prevention Foundation, ASIS International, and the National Retail Federation, and serves on the Vendor Advisory Board for *LP Magazine*.

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How has certification changed your expectations of loss prevention as a career, for yourself and for others?

I have been a security solution provider for almost fifteen years in multiple marketplaces. After going through certification, I have even greater respect for this industry. I am very proud to be part of it.

Is there anything else that you would like to share regarding the learning experience?

I would highly recommend that solutions providers consider going through certification. Beyond learning more about retail operations and loss prevention, this course gave me a greater understanding of what our vendor community provides and has allowed me to make introductions that have created valued relationships and partnerships.

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Newly Certified

Following are individuals who recently earned their certifications.

Recent LPC Recipients

Ronald Benkey, II, LPC, Lowe's
Amanda Bowen, LPC, Outerwall
Bernard Brown, Jr., LPC, Belk Department Stores
Christopher Caruthers, LPC, Publix Super Markets
Andria Chrabot, LPC, Macy's Logistics and Operations
Mo Ferdause, LPC, Ahold USA
Michael Forgione, LPC, Sterling Jewelers
Jacob Gordon, CFI, CFE, LPC, Mattress Firm
Sheila Hunt, LPC, Sears Holdings
Eric Ives, LPC, FBI Headquarters
Nicholas Mayer, LPC, Ahold USA
Lindsey Miller, LPC, Brookshires Grocery
John Norman, LPC, Lowes Food Stores
Shawn Norris, LPC, The Vitamin Shoppe
Christopher Ochs, LPC, Quality Food Centers
Brandi Priest, LPC, Strategic Sustainable Solutionary
Services Consulting
Russ Raymond, LPC, Ahold USA
Erik Robles, LPC, Stage Stores
John Robson, Jr., LPC, Walmart Stores
James Roper, LPC, Meijer

David Scully, LPC, CVS Health
Amy Spiehs-Hicks, CFI, LPC, CVS Health
Charles Vega, LPC, Rite Aid
Mark Wyand, LPC

Recent LPQ Recipients

Eva Alvarez, LPQ, Bed, Bath & Beyond
Robert Brady, LPQ, 7-Eleven
Gabriel Daigle, LPQ, AT&T/Cricket Communications
Justin Gantz, LPQ, Zallie Supermarkets
Ryan Hepburn, LPQ, Securitas Security Services USA
Rick Hughes, LPQ, retired
Wesley Justice, LPQ
Timothy Larson, CFI, LPC, LPQ, Lowe's
Leneda Maxey, LPQ, Goodwill Industries International
William Miller, LPQ, Delhaize America
Sharon Myers, LPQ, Ahold USA
John Sand, LPQ, Webster University
Sylwia Urbaniec, LPQ, CAP Index
Matthew Webb, LPQ, Lowe's
Ryan Wiltz, LPQ, Army veteran ■

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