

# ROGER THOMPSON

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## OBJECTIVE

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Seeking full time employment with your company. I have lots of experience in many different areas, including management. I have an excellent and safe driving record, both here in Colorado as well as California. I have worked directly with the public in different retail type businesses. I have been a supervisor for up to 40+ employees. I can multi task and have worked on and with several different types of computer systems and operating software. In the course of my career I have worked on and with many different types and brands of equipment, including pallet jacks, forklifts (including internal combustion, diesel, electrics, turret and reach telescopic forklifts) skid steers, excavators, tractors, dozers, small cranes, man lifts. I have been a material handling field service technician and worked on customers equipment both in shop and at the customers facilities. I have driven many different types of company trucks and vans that had our companies logos on them. I have taught forklift driver classes as well as safe driving techniques to my employees. I understand the importance of courtesy while driving a vehicle representing the company I'm working for. I have also had experience in loss prevention, while working at Price Club and at Safeway. I have done both internal and external apprehensions, resulting in arrests, convictions and terminations.

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## EXPERIENCE

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### **1966 to 1968 San Diego City Schools Instructional Aids Dept.**

(summer warehouse work only) while in high school

### **1968 to 1981 Safeway Stores - San Diego Ca., & Pacific Beach Ca.**

I started as a courtesy clerk and held several different positions including in charge of Dairy Dept., Health and Beauty Aids dept., Non Foods Dept. Also worked on the registers as a cashier as needed. I developed and interest in Loss Prevention and worked with the Corporate loss prevention personnel to become more adept at spotting and apprehending shoplifter subjects. I received a letter from the Chief of Police of San Diego for my assistance on one case in particular. I was a key carrier for the store in Mission Hills San Diego which was basically the "third man" position.

While working full time at Safeway I started working evenings doing "security" at Price Club in San Diego Ca. This was a combination of loss prevention and various security positions as

needed. Price Club Management kept trying to get me to come and work for them full time. They finally made me an offer that I could not refuse, and went to work for them.

### **1981 to 1990 Price Club, San Diego Ca and then Chula Vista Ca.**

I was hired full time for the Chula Vista Ca. Location as an area supervisor. After a short time in that position I was asked to become the Receiving Manager at that location, I agreed and held that position for several years. I was responsible for the timely and accurate receiving of roughly 1 million dollars for merchandise every week. I was also responsible for the material handling equipment at that location, as well as the employees that worked in my dept. My Warehouse Managers' were very pleased with my running of the Receiving Dept. and were always comparing our excellent shrinkage control measures and goals to other locations. Sometime in this period I was asked by upper management to travel to new locations just getting ready to start receiving merchandise and do what we called "Initial Receiving Audits" Price Club was really just starting to grow at this time and my findings from these audits were very helpful for the smooth and rapid growth of this company. Price Club was eventually bought by Costco as most people now it today. I left Price Club to go to work for Hawthorne Lift Systems after almost 11 years.

### **1991 to 2013 Hawthorne Lift Systems San Diego Ca.**

I started as a Field Service Technician and learned to work on all sorts of equipment. Internal combustion, diesel and electrics. I was asked to become the Field Service Foreman and shortly after that I assumed the duties of the Service Manager. I was in this position for many years as the company grew and shrank with the economy. We branched out and added a new location in Fontana Ca. I assumed the duties of Service Operations Manager for both locations and eventually added a Mexico location as well. I was responsible for the hiring and firing of technicians for all locations. We grew to somewhere over 40 technicians. I hired Service Managers for these locations and reported directly to the owner and President of the company. As the company grew I assumed the position of Warranty Manager and Technical Communicator. This position was very detailed and I was responsible for the processing of all warranty claims, keeping and or shipping required warranty parts and complete documentation required. I also was responsible for what was called contract tracking, which was all of the billing of TM&R Contracts. These were contracts with Caterpillar and certain customers like Home Depot. I created and maintained spread sheets to track and monitor each unit on these contracts so we would know if we were making or loosing money on each unit. It also involved overtime billing charges for units especially at Home Depot. The Technical Communicator part of my responsibilities required annual trips to MCFA Mitsubishi Caterpillar Forklifts of America location in Houston Tx. There would be information disseminated on warranty issues, problems, fixes, TSB's technical service bulletins, that I would return to our dealership and distribute and or train technicians on. I would do all of this

for all of our locations. I was also involved with any accident investigations involving MCFA lift trucks including near misses. Worked with OSHA in cases involving personal injuries and or death. In 2008 our company was purchased by Naumann Hobbs Material Handling Co out of Phoenix Az. During this transition period I was one of the people responsible for learning and teaching a new dealer operating computer system to the Service Dept. employees in the San Diego location. As with many companies. In 2013 our company was experiencing some financial difficulties and as a result, myself along with several other employees were laid off. I decided this must be time to retire so we sold our house in Escondido Ca and moved to the Denver area in December 2013. We found a wonderful home in the Brighton area of northern Colorado and intend on staying here.

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## **EDUCATION**

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I completed High School at Hoover High School in San Diego Ca., graduated in 1968 and went to Mesa Community Jr College for approx 2 semesters. This was during the Vietnam War and I was basically going to school for a draft deferment. I stopped going to college and I was never drafted into the service, however I was ready to go if drafted.

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## **AWARDS AND ACKNOWLEDGEMENTS**

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I have received many certificates and awards for various classes and training I received while working at Hawthorne Lift Systems, including things like forklift and other types of equipment training, sexual harassment training, legal aspects of hiring and firing employees and hazardous materials handling.

## **PERSONAL INFORMATION**

I'm a Happily married man who's been married to the same woman for 42+ years. We have two wonderful grown children and three awesome grandchildren. I'm a Seventh Day Adventist Christian, and regularly attend our church services every Saturday. Both my wife and I are involved with a youth program there as well. I am a very hard working and honest person. I do not drink any sort of alcoholic beverages, I do not smoke cigarettes, marijuana or anything else, I do not use drugs and of course I'm completely willing to submit to any drug testing and or screening at any time. I passed a deep background check by the US Government for special access at a couple of secretive US Navy sites, while working for Hawthorne Lift Systems. I have never had any sort of DUI or DWI. I have never been charged or arrested for any sort of crime, misdemeanor or felony. I have been in court many times as a prosecution witness and have been on the winning side in every case. I was considered as an expert witness in a material handling serious injury accident case involving an outside transportation employee working for Holt Caterpillar of California. That case was also won in

favor of the Caterpillar dealership. I have served on several criminal jury cases and have served as the jury foreperson for two of those. I also served on a Federal Jury for one case. I was selected to be on a Grand Jury, but never served on it. My personal vehicle is a one ton dually diesel pick up truck and I regularly tow a 32' fifth wheel trailer when we go on vacations. I have had occasion here in Colorado to double tow, meaning towing not only the fifth wheel trailer, but also an 18' pontoon boat behind the fifth wheel. My driving record both here in Colorado as well as California is excellent. I have towed many other types of trailers and boats.

I believe that I can be a very valued employee to your company and I promise to uphold the reputation of your company in all aspects of my employment. I hope that you can see the wisdom and maturity that I can bring to your business. I look forward to hearing from you, thank you.

### **Employment References**

Hawthorne Lift Systems / Naumann Hobbs Material Handling

Supervisor - Dave Hinck 619-361-5276

HR Director Naumann Hobbs Material Handling - Tara Lucas 602-296-2104

Field Service Foreman - Sal Randazzo 619-851-4570

### **Personal References**

Charles Cross retired San Diego County Sheriff Commander 443-480-9450

Mike Howie retired Journeyman Electrician former Safeway employee 408-981-6346

Pastor Herbert Hernandez 213-804-8087