

# Nikki L. McLaughlin

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## EDUCATION

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**University of Montana**, Missoula, MT  
MA in History, May 2023

**Golden Gate University School of Law**, San Francisco, CA  
Master of Laws in Taxation Candidate, May 2022

**Golden Gate University School of Law**, San Francisco, CA  
Doctor of Jurisprudence, Business Law, Public Interest, and Family Law Certificates, May 2021

Honors: Dean's List  
Affiliations: American Bar Association

**San Francisco State University**, San Francisco, CA  
Bachelor of Arts in History, Philosophy Minor with Honors, May 2018

Honors: Dean's List  
Affiliations: Phi Alpha Theta History Honor Society

## EXPERIENCE

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**Tax Appeals Assistance Program, Taxpayer's Rights Advocate Office, State of California** 2020 – Present  
*Taxpayer's Tax Appeal Representative, Volunteer*  
Representative for taxpayers appealing refund claim denials or notice of deficiencies issued by the California Franchise Tax Board. Prevailed in client cases for reasonable cause whereby FTB abated, waived, and refunded approximately \$10,000 in penalties and statutorily assessed interest. Argued at oral hearing before a panel of three ALJs for the California Office of Tax Appeals a client appeal for refund of penalties and interest due to reasonable cause.

**Cache, Inc.**, San Francisco, CA 2014 – 2015  
*Assistant Store Manager*  
Co-managed with four-person management team. Hired, trained, and retained sales associates. Maintained and reconciled purchase orders, replenishment, and intra-company transfers. Reduced 7% inventory to sales shrinkage down to .39% for \$1M+ volume store. Established and communicated sales goals, coached in the moment, and improved team selling. Communicated traffic and conversion trends, executed floor sets, and merchandized to increase traffic and maximize sales.

**Battle Comp Enterprises**, South San Francisco, CA 2011 – 2012  
*Executive Assistant to the CEO*  
Drafted and prepared all correspondence and NDAs with vendors, distributors, dealers, and government entities. Managed all accounting for client, dealer, and distributor accounts including purchase orders, billing, accounts receivables, accounts payables. Executed and maintained all inventory processes, including forecasts, RFQs, purchase orders, cost reduction analysis, continuity of packaging/print material, and stock availability. Maintained and updated web page, e-commerce storefront, social media, and databases. Charged with sourcing product add-ons, supplies, and third-party merchandise.

**Nordstrom**, Lone Tree, CO 2006 – 2009  
*Loss Prevention Manager, Full-Line Store; Loss Prevention Area Manager, Nordstrom Rack Stores*  
Charged with managing Loss Prevention program, which included building security, access control, shrinkage, external and internal investigations of theft and retail fraud, for 200,000 sq. ft., \$103M volume store with over 500 employees. Managed \$100K budget. Recruited and hired loss prevention agents. Trained agents to exercise good judgment with safety paramount in effectuating arrests. Facilitated store emergency response training including Code Adam, active shooter, bomb threat, and fire drills.

Charged with managing Loss Prevention program for all Colorado Nordstrom Rack stores. Developed program with no prior year shoplifting arrests to monthly averages that exceeded all other stores combined. Interviewed dishonest employees for theft and other internal losses. Initiated and conducted department audits. Trained sales employees on indicators of theft and how to coordinate with loss prevention agents for effective surveillance and arrests. Maintained evidence and other relevant records for ongoing and closed investigations.