

Stu Ramsay – Curriculum Vitae

Profile

As a highly motivated, performance driven leader, I have extensive experience in; business development covering strategy and implementation, talent/performance management and customer focus. I provide influential leadership that improves performance and results.

Most recently working in a role with Lumino the dentist gave me valuable insight into working alongside business owners (earnout clinicians) to provide the necessary support and guidance to deliver on the best outcomes for both the clinician and in effect the wider business.

I aim to provide a people first approach to leadership in which I invest heavily in my people to help them achieve their goals and in turn provide the greatest level of service for our customers and business owners.

Employment History

Regional Manager – South Island/West Coast

2016 – Present – Lumino the Dentist

Lumino is the largest provider of dental care within New Zealand currently operating 110+ practice across the nation. A mixture of business owned and earnout (franchisee) practices spread across all major cities and in most rural areas.

Based in Christchurch this role is centered around the day to day support of all practice functions. As you can see in the key accountabilities below it is a role spread over numerous aspects of the business. Major focus placed on developing and maintaining relationships with key stakeholders within the business and externally to achieve the best financial outcome for each practice and in effect the business.

Key Accountabilities/Skills

- Lead a network of 17 dental practices all in a range of different financial positions based on earnout periods.
- Delivering on specific business imperatives primary focus being on revenue and bottom line EBITDA for each practice and overall the region.
- Identifying key skill gaps within the network and aligning training tools to suit using multi support aspects of the business.
- Develop and engage with marketing to help support each practice needs within their area.

- Full Profit and Loss review with future planning based on needs and greatest impacts for each practice.
- Complete monthly/half yearly/yearly performance reviews structured around KPI's with key action points.
- Managing regional locations effectively with minimum travel and face time
- Reviewing, planning and executing yearly business plans to maximize region performance.
- Recruitment and ongoing future planning – Based within the health industry future planning around recruitment is key to minimize financial impact around clinicians and key support staff leaving.
- Manage people and performance issues from start to finish inline with current HR guidelines.
- Complete presentations at key Lumino network events presenting to the wider group, also engaging with external vendors at conferences to spread the Lumino name.

Intermediate skills across the full Microsoft office suite

2008 – 2016 – Dick Smith Electronics (Numerous Positions)

Dick Smith was one of Australasia's leading electronics retailers.

Area Manager – Permanent – South Island

Dick Smith Electronics

October 2014 – 2016 (2 years)

Oversee the performance of stores within the area group to achieve and improve Net Contribution and all other KPI's specified, as well as ensure compliance to all company policies and procedures and company standards. The primary focus will be to develop and train Managers to build teams that deliver a high level of customer service in line with the company Customer Value Proposition (CVP) whilst ensuring the appropriate controls around safety, stock, security, store controllable expenses and store presentation standards are in place.

During this time I was nominated to the CEO Area Manager of the Year award (Top 4) across New Zealand and Australia.

Also lead the opening of the Five Mile store in Queenstown which went on to deliver 20% up on projected targets

Implemented and grew a vision and purpose culture within the New Zealand business, focus on behavior based coaching to deliver tangible KPI outcomes.

Key Accountabilities

- Lead and develop a store network ranging from 16 stores up to 32 depending on the needs of the business (permanent 16 stores) – Yearly turnover of 35+ Million.
- Delivering on specific business imperatives primary focus being a Sales driven outcome based on Comparable sale (LY)
- Leading and supporting the number 1 trading store in NZ/AUS in Riccarton Mall. Close working relationship with the store manager and daily focus on delivering a positive sales outcome.
- Implementation of a complete online shopping delivery system in all 16 permanent stores at roll out with ongoing daily support to maximize the customer experience.
- Controlling ongoing wage cost in line with company productivity model
- Complete monthly/half yearly/yearly performance reviews with store managers and reviewing team member reviews with store managers
- Managing regional locations effectively with minimum travel and face time
- Reviewing, planning and executing actions for specific categories that are falling behind company average or not growing at the expected level.
- Recruitment and ongoing future planning – Building a strong bench of talent to lean on when store manager and senior sales roles become available.
- Strong merchandising focus to maximize sales opportunities without relying solely on sales people engaging with the customers.

Area Manager – Secondment – South Auckland/Hamilton region

Dick Smith Electronics

2013 – 2014 (1 year)

This time was used to help transition my skills from a store manager level into the ability to influence on a area/regional level. During this time the company transitioned through the private equity (Anchorage) purchase and transition so my role was primarily keeping stores focused on our over arching goal while there was uncertainty with other areas of the business (support office)

I was primarily based in a grouping of stores in South Auckland/Hamilton Area but also supported in the South Island when needed.

Stock controller/2ic/Store Manager – Wellington Region – 3 different sites in 6 Year period

Dick Smith Electronics

2008 – 2014 (6 Years)

Starting in 2008 as a stock controller in the Featherston Street store gave me a great understanding of the behind the scenes work that goes on in a fast paced retail

environment. After this position I progressed to open and effectively manage the stockroom in the new Queensgate branch (Lower Hutt).

Once I had mastered the backroom aspect of the business I made the step on the the shop floor in a 3ic position and quickly moved up the assistant manager role with the Lower Hutt branch.

I was then given the opportunity to set up and launch the new Manners Mall branch in central wellington. This whole process allowed me to gain a detailed understanding of what is needed when building a new store from the ground up and recruiting a expanded team to help cope with the traffic increase in the store.

Once leading Manners Mall to positive sales performance I was given a chance to run the Featherston street branch – At this time is was the best performing store in the Wellington region and one of the highest turnover stores within the NZ business.

Lastly I moved to the Lower Hutt Branch as store manager where I was able to lead the store to positive COMP sales and maintain a extremely high level of store standards and customer service.

Key Accountabilities

- Responsible for managing the day to day operations of a flagship store, including financial, administrative and people management
- Driving sales to achieve sales and ensure all K.P.I's are attained; to maximize profits in a sale environment
- Focus on excellence in customer service.
- Responsible for maintaining a safe work environment, ensuring all policies and procedures are adhered to.

References available upon request