



CAM SOULSBY

PROFESSIONAL STATEMENT

After 7 years of experience leading operational teams in the alpine resort industry, and a more recent role leading operations in a FinTech start-up, I am looking for an opportunity to step into a leadership role that will provide a new professional challenge and an exciting lifestyle.

I can deliver value to an organization through the development of high-performing teams, strong company culture, and robust processes and systems to drive operational efficiency.

My strengths in organization and project management allow me to keep on top of a diverse range of projects in a complex environment, while maintaining a reputation for reliability and delivery of consistent results.

CONTACT



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KEY STRENGTHS

Leadership

Proven record in successfully leading and supporting a large team in a challenging alpine environment

Communication

Confident communicating in a diplomatic and open-minded manner in high pressure situations

Customer Service

Focused on delivering a world-class experience to guests at each step of their product journey

Safety

A strong emphasis on Health and Safety as an integral part of everyday operations

Decisive and confident in managing emergency situations

Organization & Planning

A reputation for reliability and results, driven by disciplined personal organization habits and ownership of projects from beginning to end

Problem Solving

Ability to discover novel solutions to problems through fostering genuine curiosity in a diverse range of viewpoints and by reasoning from first principles

EDUCATION

Bachelor of Software & IT (Honours, First Class)

Graduate Diploma in Software & IT

Bachelor of Commerce & Management (Economics)

WORK EXPERIENCE

mStable

Head of Operations

2021-2022

- Leading operations for a team of 15 building a Decentralised Finance application
- Handling day to day HR, payroll, accounting, and legal tasks for legal entities in Germany, Australia and New Zealand as well as for a Decentralized Autonomous Organization
- Navigating a complex legal and regulatory environment in an emerging space
- Working with a global and fully remote team and managing the resulting coordination challenges

NZSki - Queenstown

Guest Services Head of Department

2020-2021

- Leading a team of frontline Guest Services staff as well as a Reservations team, responding to a demanding flow of incoming calls and emails
- Working closely with other NZSki teams to improve products and systems

NZSki - The Remarkables Ski Area

Lift Operations Head of Department

2015-2019

- Managing a team of up to 45 Lift Operators and 3 Team Leaders
- Recruiting staff, organising and co-ordinating training, assessing qualifications, departmental planning, developing manuals and procedures, creating rosters, purchasing, performance reviews, attending operations meetings and working closely with other departments
- Overseeing daily operations to ensure exceptional customer service

Lift Operations Team Leader

2014

- Helping to lead a team of 35 Lift Operators

Lift Operator

2012-2013

- Working as part of the Lift Operations team

Niseko Village Ski Area, Hokkaido, Japan

Lift Operations Team Leader

2016-2017

- Part of Niseko Village's first-ever group of native English-speaking Lift Operators

REFERENCES

Ross Lawrence – Ski Area Manager at The Remarkables: (contact available on request)

Michel Lepage – former GMO at The Remarkables: (contact available on request)

Fiona Boyer – GM Customer, NZSki: (contact available on request)

James Simpson – Founder & CEO, mStable (contact available on request)