

RETAIL

Neiman Marcus appoints new president

August 4, 2022



Ryan Ross will serve as president of the Neiman Marcus brand beginning this month. Image credit: Neiman Marcus

By LUXURY DAILY NEWS SERVICE

U.S. retailer Neiman Marcus Group is tapping Ryan Ross as president of the Neiman Marcus brand, effective Aug. 15, 2022.

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The group established the new dedicated brand role to fuel acceleration by strengthening the brand and customer experience. Mr. Ross will report to Geoffroy van Raemdonck, CEO of the group.

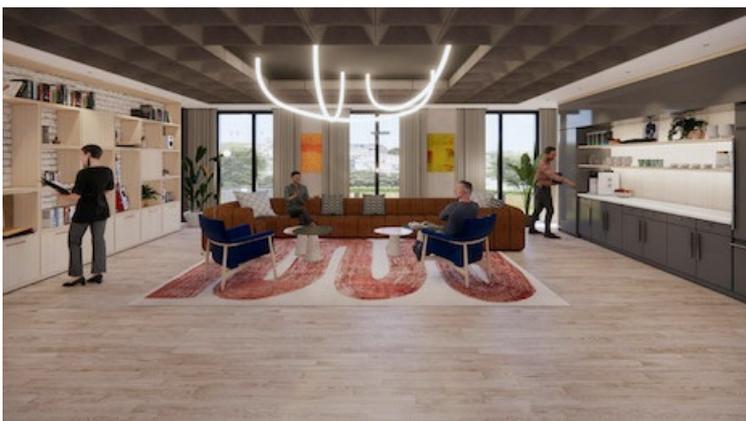
"Ryan is a values-driven leader with a proven track record of achieving rapid growth and optimizing customer-centric experiences," Mr. van Raemdonck said in a statement.

"This new role represents the next step in our Revolutionizing Luxury Experiences strategy, and we are confident that an esteemed omnichannel retail leader like Ryan further positions Neiman Marcus for sustainable growth."

Poised for success

Mr. Ross previously served as president of home goods retailer Williams Sonoma, where he was responsible for driving integrated channel strategies, customer growth and evolving the relevancy of the brands.

He previously held the position of executive vice president of marketing and digital at HSN through the company's acquisition by QVC. He also held leadership positions at retailers Harrods, Pottery Barn and Gap, Inc.



An interior rendering of the Dallas Hub. Image credit: Neiman Marcus

"Neiman Marcus is the pinnacle of luxury and maintains the strongest customer relationships in the industry," Mr. Ross said in a statement. "I look forward to working with a talented team of integrated luxury retail experts to create exceptional experiences for our customers, brand partners and associates."

Lana Todorovich, president and chief merchandising officer at Neiman Marcus will remain in her current role reporting to Mr. Ross. Neiman Marcus does not plan to change how it manages its relationships with brand partners.

Additionally, after three years with the company, David Goubert, chief customer officer of Neiman Marcus, will depart the company and pursue personal interests.

Last week, the group implemented new corporate hubs to reinforce its workplace vision.

Viewing its organization as an amalgamation of hubs, from associates' own working hubs at home to each of their stores and distribution centers, Neiman Marcus hopes the network will assist group associates in selecting the best locations that will ultimately allow them to be the most productive ([see story](#)).

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