Mihai Strusievici

Delta, BC | LinkedIn Profile

SENIOR TECHNOLOGY & BUSINESS EXECUTIVE

Driving Digital Transformation & Technology Innovations to Achieve Operational Excellence and Build Competitive Advantage

Visionary business-minded technology executive with 25 years of experience translating complex problems into growth opportunities through the design and delivery of effective, value-focused solutions. Adept at accelerating the pace and improving the accuracy of business decision-making processes by simplifying operating models, team structures, and the use of data. Effective communicator and inspiration team leader who engages well across the C-Suite and with business line leaders through value enablement, partnering, and collaboration. Multi-lingual leader of diverse, multi-cultural teams with strong international background: raised in Central Europe; worked in South America, the US, and Canada.

Strategic Planning, Team Leadership, Digital Transformation, Change Management, Enterprise Architecture, IT Operating & Service Delivery Modeling, Enterprise Technology Management, Global IT Operations, Portfolio Management, Budget Management, Cloud & Virtual Solutions, Agile, M&A Integration, Cybersecurity Strategy, Compliance, Data & Analytics, Stakeholder Engagement

PROFESSIONAL EXPERIENCE

Colliers International, Vancouver, BC   April 2015 – November 2021

Vice President of IT, Global (CIO Role), 2019 – 2021

Tasked to drive the transformation of the Global IT Operating Model and build a new 5-year technology vision. Shaped IT strategy and technology roadmap by engaging with business and functional leaders to define needs, objectives, and opportunities. Oversaw technology leadership team spanning global IT functions Enterprise Architecture, Infrastructure, Digital & Software Development, Portfolio Management & Delivery, IT Administration, Services & Support, Data & Analytics, Security, and Innovation. Led key elements of Covid-19 crisis response.

- **Championed the design and implementation of the Global IT Operating Model to replace a highly decentralized structure with six independent regions**.
    - Oversaw change management initiatives to eliminate entrenched paradigms and secure buy-in from key stakeholders globally.
    - Instituted global standards for IT infrastructure, digital solutions, website brand, and more while ensuring agility and flexibility to meet regional/local business needs and compliance requirements.
- **Drove digital transformation efforts with the launch of Global Technology Innovation Function** to fuel business agility with a nimble, cost-neutral program using existing resources and strong value metrics. Completed six engagements in the first year alone, delivering three innovative solutions into production.
- **Established Global Data & Analytics Function** to build the data governance framework and define the global model.
- **Led rapid digital and cloud delivery** to successfully transition 7K+ employees to remote work.
- **Created Colliers' 1st cybersecurity strategy**, improving cyber readiness to enable quick recovery with minimal cost and business disruption from critical cyberattacks.
- **Mitigated risks in IT asset management** by sourcing laptops to hedge against supply chain issues.

Senior Director of IT, North America, 2015 – 2019 | **Director of IT, Canada,** 2015 – 2015

Recruited as Director of IT for Canada to turn around at-risk CRM project. Promoted quickly to Senior Director role for all North American IT operations, including Shared Services, Business Solutions, Service Delivery, HR and Finance IT for US and Canada. Managed a team of 60+ with a multi-million-dollar operating budget.

- **Enabled the digital transformation** supported by an ecosystem of digital solutions providing a portfolio of niche tools and capabilities architected to work in the technology stack while allowing field flexibility.
- **Led digital initiative to replace 300+ websites with a global modern platform** supporting business in 68 countries, reinforcing brand consistency and creating the foundation for digital engagement strategy.
- **Modernized legacy core system with a modern digital product** that enabled business process optimization and aggregation of operational information across regions.
- **Established first product team based on pure Agile methodology** that evolves application portfolio with a velocity of one new build per week.
- **Restructured operating model, metrics, and governance structure** of IT Infrastructure and Service Delivery functions, improving customer satisfaction rating (CSAT) from 57% to 97%, and maintaining a 99.9% uptime on all critical systems.

- **Drove cyber maturity** by developing risk-based cybersecurity strategy based on ISO27001 standard.
- **Streamlined M&A activities** by creating technology integration function and IT M&A integration playbook to strengthen due diligence and risk analysis for seamless integration of 40+ acquisitions.
- **Turned around and delivered strategic CRM project** in just 4 months; led subsequent delivery of EDW-based operational dashboard aggregating data from CRM, ERP, and other distinct business systems.

Legal Services Society, Vancouver, BC   March 2011 – April 2015

Information Technology Manager
Led 13-member team in delivering flexible, scalable, sustainable, and highly secure technology solutions for non-profit legal aid program created by the province to provide legal information, advice, and representation services to people with low incomes. Managed $2M budget and development of efficient IT processes.

- **Revamped IT service delivery model** to achieve sustainable savings of $270K annually.
- **Strengthened IT governance** by leading COBIT 4.0 framework adoption.
- **Led IT modernization and optimization program**, delivering fully virtualized datacenter, standardized development platform, support for mobile devices, and legacy core business system replacement, including guiding RFI/RFP process, collaborating with Microsoft Consulting, and obtaining Board approval.

Catalyst Paper Corporation, Richmond, BC   May 2005 – March 2011

Applications Manager
Managed $10M budget and resource team of 17 in application development and support for portfolio of 300+ business systems of various vintages and technologies used at 4 production sites in Canada, US and HQ.

- **Led strategic project delivery**, including Unified Intranet, Executive Dashboards, HR Position Accountability Management System (PAM), Business Partners Integration, and Unified Manufacturing Data Warehouse.
- **Drove software development methodology adoption** and uptake as established company standard.
- **Defined ITIL-based demand management processes** and adjusted all IT processes for SOX compliance.
- **Secured $800K+ in net savings** per year through IT support contract negotiations.

ADDITIONAL EXPERIENCE

Mark Anthony Group, Vancouver, BC – Systems Development Manager
Shelter Bay Capital Inc., Vancouver, BC – Project Manager
SCM Maricunga, Copiapo, Chile – Chief Geologist | Head of Geological Department
SCM Carola, Copiapo, Chile – IT Manager

- Led team of 9 in delivery of strategic projects spanning ERP, Enterprise Document Management, Warehouse Management System, BI/Executive Dashboards, and Business Partners integration.
- Directed development team in creation of financial portal dedicated to providing free, real-time quotes and business news from all US and Canadian stock markets.
- Implemented 1st expert system for production modeling and planning (microLynx), oversaw geological product planning, QA/QC, data collection, 3D modeling, and field GPS mapping for mining operations.

EDUCATION & CREDENTIALS

Executive MBA – Master of Business Administration
Beedie School of Business, Simon Fraser University, Burnaby, BC

BSc – Bachelor of Science in Geological Engineering
University of Bucharest, Bucharest, Romania

Language Skills: Multi-lingual fluency in English, Spanish, and Romanian.