Mihai Strusievici

[phone]
[email]

PROFILE

Twenty-five years of enterprise technology management including strategic planning, digital transformation, change management, enterprise architecture and service delivery modeling within various industries in Canada and internationally.

PROFESSIONAL EXPERIENCE

Colliers International

Vice President of IT, Global   **September 2019 – Present**

By 2019 it becomes evident that Colliers' global business goals would be better supported by information and technology functions coordinated at the global level. Therefore, in September 2019, I was offered the lead role of the newly created Global IT department. My first imperatives were to identify the areas of information and technology that would create more value by being run centrally, design a Global IT Operating Model, and articulate the technology strategy for the next five years. While disrupted by the 2020 COVID-19 crisis, the progress so far includes:

- *Articulate the critical areas of attention for global IT and publish the first technology strategic plan and implementation roadmap.*

- *Establish a global technology innovation function.*

- *Establish a global data and analytics function.*

Tactical response to 2020 challenges:

- *We were successfully transitioning over 7,000 employees to remote working over a weekend.*

- *We contained and recovered from a massive cyberattack in record time, with minimum business disruption and minimum costs.*

Sr Director of IT, North America   **November 2015 – September 2019**

In November 2015 I was offered the opportunity to lead the North America IT Shared Services supporting the US and the Canadian regions. In this new role I was accountable for the IT operations, service delivery and business solutions. The highlights of this period include:

- *Insourcing and restructuring IT service delivery (Service Desk & Desk Side Support) resulting in an increase in customer satisfaction from 57% to 97% and OPEX savings of 600K/year.*

- *Articulating the digital transformation vision based on an ecosystem of atomic digital solutions and initiate the change at technology, processes, and organizational level.*

- *Initiating and delivering the transformation of a legacy core system in a modern digital product that supports the further modernization of business processes as well as the aggregation of operational information across regions. An additional success was the establishment of the first product team based on pure agile methodology. The product team continues the evolve the portfolio of applications at a velocity of one new build per week.*

- *Project Keystone replaced more than 300 websites with a global modern platform supporting Colliers' business in 68 countries. The new platform reinforces the brand consistency, and it is the foundation of our digital engagement strategy.*

- *Increased resiliency of operations to 99.9% uptime across more than 140 offices in US and Canada.*

- *Developed a risk-based cybersecurity strategy and a program based on the IS27001 standard and brought the cybersecurity maturity to the industry standard.*

- *Supported our M&A activity by creating a technology integration function and a playbook to integrate an average of seven new acquisitions per year.*

Director of IT, Canada   **April 2015 – November 2015**

My journey at Colliers started as the head of IT for the Canadian region. Here, my first task was to refocus and restructure a technology team lost in a CRM project going in the wrong direction. Four months later we delivered the project, and the technology team was ready to engage in the many other initiatives that the business was waiting for. The most notable subsequent initiative was the operational dashboard providing insight based on the enterprise data warehouse (EDW). In the EDW we aggregated data from CRM, ERP and various other business line systems.

Legal Services Society, Vancouver, Canada

Manager, Information Technology   **2011 - 2015**

Manage a team of thirteen and a budget of $2M for a non-profit organization created by the provincial government to provide legal information, advice, and representation services to people with low incomes. IT contributes to LSS's success by providing flexible, scalable and sustainable technology solutions and efficient IT processes while maintaining the highest level of security for the legal aid program.

- Achieved sustainable annual savings of $270,000 by redesigning the IT service delivery model.
- Reinforced IT governance by introducing the main elements of COBIT 4.0 framework.
- Modernized and optimized the IT infrastructure – fully virtualized datacenter, standardized development platform, support for mobile devices, etc.
- Initiated and led the project to replace the core, legacy, business system.
    - Secured business support from the Board of Directors and the Executive Team to the front line worker.
    - Lead the project team through the RFI and RFP process to secure the technology and the firm to deliver the new system.
    - Leading the combined LSS – Microsoft Consulting Services team through the phases of the project.

Catalyst Paper Corporation, Richmond, Canada

Manager, Applications   **2005 - 2011**

Managed a combined team of 10 in-house and 7 contract resources, and a budget of $10M to provide support and new development for a portfolio of over 300 business systems of various vintages and technologies, used at four paper mills in Canada, US and the Headquarters.

- Successfully delivered projects such as: Unified Intranet, Executive Dashboards, HR Position Accountability Management system (PAM), Business partners Integration, Unified Manufacturing Data Warehouse and more.
- Implemented standard software development methodology.
- Implemented new IT demand management processes based on ITIL and adjusted all IT processes for SOX compliance.
- Renegotiated support contracts for a net saving of more than $800,000 / Year.

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PROFESSIONAL EXPERIENCE (CONT.)

Mark Anthony Group, Vancouver, Canada

Manager Systems Development   **2001 - 2005**

Managed the support and development of enterprise systems and applications – ERP, BI/Data Warehousing, Executive Reporting, WEB and custom applications for the leading privately-owned importer and distributor of fine wine, premium beer, and specialty beverages in Canada.

- Managed a team of 9 programmers, web developers, ERP & BI specialists and business analysts.
- Led the successful completion of strategic projects such as ERP Upgrade, Enterprise Document Management, Business Partners integration, Executive Dashboards, warehouse management system and more.

Shelter Bay Capital Inc., Vancouver, Canada

Project Manager   **1999 - 2001**

Managed a small team of developers to deliver a financial portal dedicated to provide free, real time quotes and business news from all the USA and Canadian stock markets.

SCM Maricunga, Copiapo, Chile

Chief Geologist – Head of Geological Department   **1998 - 1999**

Managed a team of 12 senior and junior geologists, technicians and field persons; a Bema Gold and Kinross Gold joint venture; situated in the Chilean Cordillera.

- Managed the geological production planning, in pit mapping, exploration, data collection and geological 3D modeling.
- Managed various production activities such as QA/QC and continuous fine tuning of the grade model.

SCM Carola, Copiapo, Chile

IT Manager   **1994 - 1998**

Designed, implemented, and lead the IT organization for a mid-size copper mine in northern Chile.

- Implemented the first expert system for production modeling and planning (microLynx)
- Implemented GPS technology for field operations, and satellite analysis for mapping.

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EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Business Administration   **2015**
Beedie School of Business, Simon Fraser University, Burnaby, BC

BSc Geological Engineering   **1994**
University of Bucharest, Bucharest, Romania

LANGUAGES

- English - Fluent
- Spanish - Fluent
- Romanian - Native