Contact

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Top Skills

Robotic Process Automation (RPA)
Market Research
Competitive Analysis

Languages

French (Elementary)
Romanian (Native or Bilingual)
English (Native or Bilingual)

Certifications

Advanced Business Strategy

Mihai Rusoaie

Workflow Architect at Canon Production Printing
Timiş

Summary

TL;DR summary: engineer with business inclinations, mostly comfortable as product owner - gathering business intelligence, taking a peek at the market and the enemy, untangling customer workflow & processes, leading a product feature or its functional scope, acting as product ambassador (or evangelist, if you dig religion). In other words, the things that project managers, team leaders, tech leads, architects, developers, designers or the sales team are sick and tired of handling. I also love to find unconventional ways to solve inexisting problems.

I'm not looking for anything in particular, but I'm always open to a juicy challenge. I will work remotely or travel up to 20% of time, however I am not thrilled about relocating from Timisoara-Romania to your country - nothing personal.

Experience

Canon Production Printing
9 years

Workflow Architect
January 2019 - Present (3 years 2 months)
Timis County, Romania

Besides DSLRs, Canon builds and sells commercial and production printers - for high-quality and high-speed printing of books, leaflets, magazines, newspapers, invoices, blueprints, banners, postcards and other old-school-paper-products your grandma bragged about.

We're building the PRISMA Cloud software suite for these industrial printers. As a workflow architect, I am involved in babysitting the project after its inception: stalking our customer's customer, fetching some business intelligence from our competition over beers, defining requirements and refining specifications together with the product owner and the project

manager. Sometimes, if they pay enough, we invite sales & marketing to the conversation.

Business Analyst
March 2013 - December 2018 (5 years 10 months)
Timis County, Romania

Have you ever wondered how your mobile, your electricity provider and your bank print millions of invoices or bank statements overnight? They're outsourcing the service - Document Outsourcing, to be more precise.

We were doing strategic business analysis on market dynamics, competitors, new geographies and potential M&A targets in Multichannel Customer Communications, Robotic Process Automation (RPA) and Artificial Intelligence (AI). Reports were targeted at worldwide Canon sales executives, business developers and operational managers.

Warning! Analyst keywords Business Process Outsourcing, Managed Print Services, business intelligence, competition strategy, country scan, services positioning, financial analysis, market sizing, market trends, market share, delivery capabilities, mergers and acquisitions, artificial intelligence, robotic process automation, blockchain, NLP, GDPR

Alcatel-Lucent
Technical Offer Lead
January 2010 - February 2013 (3 years 2 months)
Timis County, Romania

Telecom is mostly about acronyms such as OSS, BSS, NGIN, RTC, SMS - just pick 3 or 4 random letters and you get a telecom product name.

We were coordinating the technical presales activities: hardware dimensioning, technical compliance, software customizations, third-party licenses, warranty, professional services, commissioning, on-site support, project governance, maintenance, trainings and other B2B offerings.

This was like between the devil and the deep blue sea: we had the product managers on one side, and sales teams on the other side in the same boxing ring.

Anyhow - short story long - this bid management / technical offer lead thingie involved a lot of debating over local market trends, political context, current on-site deployment, customer cash (or the lack of it), winning potential,

competitive differentiators and analyzing the RFI or RFQ to identify the features requested by the customer. Kinda maybe sometimes boring. But quite insightful, tho'.

After lots of lectures that would easily compete with the Senate, we had to make sure that all technical documentation is ready: executive summary, pricing summary, SOW, BOQ, product roadmaps and point to point technical compliancy of the RFI/RFQ.

Before submission we were building the Initial Project Income Strategy with insurances, incoterms, political and financial risks, taxes to be paid, advising on negotiation strategy, project costs and balancing project profitability among business units.

BDN | MATRIX
Co-founder, Business Analyst, Web Developer
2009 - 2012 (3 years)
Timis County, Romania

You know Google's advertising platform? The one where third parties exchange ads. This was like that. Only in the real world. But managed digitally.

As co-founder and business analyst I had quite some headaches with product development.

We discovered agile software development the hard way with our logistics and sales teams bombing us daily with requests for the sales force automation tool, the CRM, accouting modules and other additions to the custom ERP Software features.

Geeky corner: Fedora Linux, MySQL, PHP, Model-view-controller - MVC, Symfony Framework, Propel ORM, YAML, Netbeans, JavaScript, AJAX, jQuery, CSS, HTML

Deltatel
Technical Support Engineer
January 2007 - December 2009 (3 years)
Timis County, Romania

Customer support is always fun. Especially at 5AM. These complex contraptions were the ones that - in the good ol' days - brought you SMS /

MMS messaging and WAP internet on your [then] dumbphone ([now] smartphone).

Geek intermission: High Availability Red Hat Linux, channel bonding, TCP/IP traces, RADIUS Authentication, LDAP, Fastcache database, SNMP, PostgreSQL, WAP, MMS, data charging, billing, Proxy Framework, Push Access Protocol, Push Proxy Gateway, Intelligent Network, Call Detail Record (CDR), XML, shell scripting, Wireshark/Ethereal protocol analyzer, IPTables, HP DL360 and DL380 Servers

SEASHELLS SRL
Co-Founder, Account Manager, Web Developer
2004 - 2006 (2 years)
Timis County, Romania

Co-founding an IT startup in Eastern Europe 15 years ago was a financial and an emotional roller-coaster at the same time.

We developed, tested and sold CRM solutions while doing customer support, network administration, dusting, mopping and paying the bills.

Our customers - mostly local tourism and real-estate agencies were stunned to learn what's a web CRM and cloud backup solution. This, of course, didn't last. It was just a few years before Steve's iPhone. Damn.

Continental
Software Developer
March 2003 - September 2004 (1 year 7 months)
Timis County, Romania

Description: The Process, Methods, Tools and Quality team creates and maintains tools used by developers to compile their embedded software for the Electronic Control Units
Role: Developed intranet pages and Content Management Systems using Javascript, Perl ASP and MsSQL

GOODSOFT SRL
Team Leader, Web Developer
2001 - 2002 (1 year)
Timis County, Romania

Did some quite a bunch of software in C/Java for web, mobile, MMS and WAP applications. See projects below.

Education

Politehnica University of Timisoara
Engineer, Computer Engineering · (2001 - 2006)

Communicating to influence
Corporate Performance · (2010 - 2010)

Dealmaker Sales Performance Automation training webminars
The TAS Group · (2010 - 2010)

Proposal fundamentals training
Strategic Proposals · (2010 - 2010)

Politehnica University of Timisoara
MBA, Master in Business Administration Executive · (2006 - 2008)