Bruno HAUZAREE   bruno.hauzaree@gmail.com   Strategic Advisor

Strategic Advisor, business analyst, architect with more than 20 years of experience. Recognized by clients and peers as a coach and leader, I am highly effective at crossroads of business and technology, in governance, on technological, business and security positioning. I bring managers and their teams to share knowledge, to focus and thus get the most out of the company.

Within Desjardins, I advise managers and work on key initiatives. By teaming with my manager, we develop business API for the banking sector. I prepare the budget (more than 400 persons) and work on key mandate as API journey, HR updates on developers' profile and infrastructure cost optimization.

As a Business Analyst and a coach, I have helped multiple enterprises (large, small and start-ups) define their strategy and train their resources. I have also developed new markets when at Facilité. I coached several start-ups.

Managers and experts appreciate my capacity to develop relationships with business and IT partners. I simplify processes by using new way of thinking, by improving both communication between teams and increasing operational efficiency. I pay great attention to details and am known to tackle issues from all perspectives.

DIPLOMA, AFFILIATIONS, CERTIFICATIONS

- 1999 Master's Degree, Network Engineering, graduate from IMT Nord Europe, Lille, France
  Specialized in: Creation and management of information systems, Network software

- Engineer, OIQ member (Ordre des Ingénieurs du Québec)

- TOGAF 9, ITIL, Disciplined Agile certified, SAFe

COMPETENCIES

- Communication, Presentation, Negotiation, Technology Vulgarization Skills, Experience in Outsourced Environments, Change Management

- Budget planning, finance

- Architects Manager, Team leader, Developer Leader

- Delivery Manager of IT infrastructures

- Enterprise Architecture, Business Architecture, Strategic Planning, Business Analysis, Integration and Alignment of Technology with Business Requirements

- Opportunity and Feasibility Studies, Design, Processes Implementation, Processes Improvement, RFI, RFP, Knowledge of Standards, Laws and Rules

- Negotiating with Providers, Methods and Documentation, Knowledge Transfer

- Masters the Operations, Infrastructure and Applications domains

- Languages: French, English

MAJOR ACHIEVEMENTS

- **Strategic Planning**
  - Financial multiyear strategy plan for API banking transformation (more than 400 persons).
  - Business project evaluation to elaborate unit planning.
  - Wrote complete infrastructure roadmaps for Desjardins Movement (60 000 employees).
  - Present strategic planning to close the gap between technology and lines of business.

- o   Coaching and communications of project planning at CIO/CTO level.

- **Improvement and transformation of several business services**

  - o   Enhanced API governance
  - o   Transformed delivery processes
  - o   Wrote several communication tools to improve reporting on technology debt
  - o   Built main administrative processes of AD Prévost within Casewise
  - o   Stated actual performance of Tourisme Montréal's business application and recommended best solution to apply
  - o   Created new lines of business and promoted Facilité's center of excellence using Casewise
  - o   Optimized practices and developed new services offer for CGI, Bell and Hydro-Québec

- **Managing/Coaching/Leadership**

  - o   Bell, Hydro, Desjardins, Facilité
  - o   Coach teams, mentor persons

- **Principles, Norms and Standards, Service Offering**

  - o   Wrote network and infrastructure platform principles as well as technical advisories for Desjardins
  - o   Wrote environment management and configuration management Norms for Auchan, Desjardins, Bell, Hydro-Québec
  - o   Participated in all Facilité's major proposals
  - o   Wrote RFIs and RFPs for Bell and Hydro-Québec

- **Delivery of technology infrastructures**

  - o   Delivered new Technology features that enable Bell to increase market share

- **Business Improvement, Business Transformation**

  - o   Modeled the main Business Processes of AD Prévost
  - o   Evaluated and made recommendation on business solutions for Tourisme Montréal
  - o   Built vertical business model within Casewise to promote Facilité Excellence Centers
  - o   Optimized center of excellence and constructed of new service offerings for CGI, Bell and Hydro-Québec

D O M A I N S

- Business Domains: Bank, Finance, Insurance, Public, Retail, Industry, Defense, Aerospatiale, School, TIC
- Technological Domains: Cloud, Service Management, Management Tools, Middleware, Storage, Virtualization, Operating Systems, Programming Languages, Network, RDBMS
- Known Standards: TOGAF, Design Thinking, SAFe, ITIL, TMN, UML, Merise, Zachman, BPMN

WORK EXPERIENCES

Desjardins, Montréal, Canada (Since 2017)

Strategic Advisor– IT Strategist, leader

- Financial Strategy for API banking transformation.

- Implementation of banking service transformation governance.

- Definition of new HR profile for the developers.

- Business project evaluation to elaborate unit planning.

- Support business lines in their transformation.

- Reduce technology diversity using infrastructure debt roadmap.

Outcome: change in practices, more adequate recruitment, prioritization of activities and economy of scale

Senior Architect – IT Strategist

- Single point of contact between operational teams and technical architect teams when replacing ATM

- Gathered different group of persons and brought new way to solve problems

- Updated technological roadmaps, created an adapted version to business audience

Outcome: better understanding of systems, discovery of synergies, increase expert confidence, improve focus, economy of scale

Facilite Informatique, Montréal, Canada (2002 – 2017)

Director – Architecture, IT Strategist

- Managed knowledge sharing and training. Answered RFP, opened new accounts, customer relationship management and quality assurance

- Performed on- and off-site mandates as Strategist, Enterprise Architect and Business Architect

IT Strategy for Hydro-Québec, Desjardins, AD Prévost, Tourisme Montréal

- Roadmap, framework, governance, and orientation. Sourcing strategy, buying strategy.

Outcome: better environments management, enforced standard RFP, introduced gap analysis, increased enterprise maturity, better CIO/CTO budget planning tools, better prioritizing of technology initiatives, reduced operational costs

Enterprise Architecture, Business Architecture for Desjardins, AD Prévost, Tourisme Montréal, Bell

- Process modeling and improvement, building framework, setting governance, technology roadmaps, principles, norms and standards.

Outcome: documented standard, better communication, efficient budget planning, reduced acquisition and integration costs, formal change management, alignment with enterprise strategy

Technology Architecture for Bell, CGI, Ministère du travail, Rona

- RFI, RFP, POC, architecture of Enterprise Management System (network, systems,

applications), incidents, problems, change and configuration management of 20 000 network devices, 1 500 servers, of phone systems up to 75 000 users, of call centers (up to 10 000 agents, 200 000 calls/day), SOX, HIPAA, Basel Accords conformity

Outcome: Development of new markets, operational cost reduction (35%) and accountability

PCO Technologies Canada Inc., Montréal, Canada (2001 – 2002)

Product Data Management/Product Lifecycle Management Consultant

- International consulting missions for Alstom Transport, Giat Industries and Mack Trucks

Outcome: reduced downtime, increased operational efficiency

EADS Sycomore, Paris, France (1999 – 2001)

Systems Engineer, consultant

- Consulting mandate for Auchan Information Technology Group
- Started a new regional subsidiary, knowledge management

Outcome: reduced operational costs, optimised core business

APPENDIX

BUSINESS DOMAINS / CUSTOMERS

- **Banks**: BNC, BLC, CIBC, Crédit Agricole, Crédit Mutuelle, Desjardins, RBC , TD;
- **Finances**: Desjardins;
- **Insurances**: Desjardins, Manuvie, SMENO;
- **Public**: City of York, Hydro-Québec, Téléfilm Canada, Tourisme Montréal, Ministère du Travail, Ville de Montréal, Ville de Longueuil;
- **Retail**: Auchan, Kiabi, Rona;
- **Industry**: AD Prévost, Alstom, Bombardier, FujiFilms, Mack Trucks;
- **Defense**: Giat Industries, EADS/AIRBUS;
- **TIC**: CGI, Connexim/Bell, France Telecom;
- **Media**: Art9, Yellow Pages, SMENO;
- **Expedition/Fret**: Purolator, Canada Post;
- **Management**: Ivanhoé Cambridge.

TECHNICAL SKILLS

Methodology and architecture framework: ITIL, TOGAF, Merise, Zachman, BPM, SOA ;

Service Management: ITIL, Maximo, HP Service Manager, Remedy, ServiceNow ;

Management Systems: IP Telephony, Network, Systems, RDBMS, Wireless, Change Management

Middleware: Tuxedo, Tivoli, Citrix MetaFrame, MQSeries, Vmware, SSGD, Juniper, F5, Array Networks, Citrix NetScaler

Storage: StorageTek, SUN, EMC, Dell, NetApp

Virtualization: Vmware, Xen, Citrix, Hyper-V, Softgrid, vSphere, VirtualBox

Operating System: Windows, Linux, Solaris, AIX, HPUX, Vmware, Dos, MacOS Cisco Call Manager, Unity, Avaya/Nortel CS1000, zOS

Languages/Development: HTML, perl, XML, XSL, C/C++, delphi, java, PHP, ASP, CSS, xhtml, bash, ksh, web-services, BPMN

Protocols: TCP/IP, Ethernet, ATM, X25, SDH, PDH, H323, MGCP, SSL

RDBMS: Oracle, MySQL, MSSql Server, Access DBBerkeley, RRD, Power Architect, TOAD

BPM: Casewise, Bizagi

Others: Open Source, Continuus, CVS, SVN, Harvest, LoadRunner, Winrunner, iMake, Together, Intelligent Planner, Visio, Casewise

Non technical: Leadership, Political Sense, Design Thinking, Management 3.0, Disciplined Agile, DevOPS

CURSUS

- 1999 Master's Degree, Network Engineering, graduate from de IMT Nord Europe, France
  Specialized in: Creation and management of information systems, Network software
- Engineer OIQ member (Ordre des Ingénieurs du Québec)
- TOGAF 9, ITIL, Disciplined Agile certified

VOLUNTERING

- Secretary of Fencing Roussillon
- Active member of school boards
- Provided computer science lectures, French and math tutor
- Coach for Cooperathon, daily press review for different networks
- TED translator, Guignolée, Canadian Red Cross