



Mimosa Ström

Work Experience

Business support director - Nordic Green Energy, July 2024- Sept 2026

Member of the executive management team responsible for business support functions across Finland and Sweden, including IT, customer service and operational support.

Key contributions:

- Leading multiple strategic IT and automation initiatives to improve operational scalability and transparency
- Responsible for cybersecurity governance, infrastructure oversight and vendor management
- Driving cross-border system and process harmonization
- Supporting company strategy through digital transformation initiatives

IT Service and Development Manager - Nordic Green Energy, August 2022-july 2024

Led digital transformation initiatives in a rapidly growing energy company operating in Finland and Sweden.

Key contributions:

- Managed CIS upgrades, system integrations and development of internal sales platforms
- Chaired the internal Privacy Committee and ensured GDPR compliance across operations
- Led the Change Advisory Board coordinating system and infrastructure changes
- Delivered critical IT projects during major regulatory reforms in the Nordic energy market

Operations Manager - Ab Tomas Kjellman, 2018-2022

Responsible for operations, IT systems and business process development in a growing wholesale company.

Key contributions:

- Led ERP replacement and webshop relaunch
- Implemented warehouse management system improving stock accuracy by 40%
- Managed budgeting, financial reporting and board communication
- Streamlined operational processes across logistics and sales

NOC-coordinator - Anvia telecom Oy, 2012-2018

Coordinated 24/7 Network Operations Center (NOC) supporting telecom infrastructure and services for multiple operator clients.

Key responsibilities and contributions:

- Coordinated daily operations of the NOC, ensuring continuous monitoring and incident response for critical telecom infrastructure
- Managed scheduling, training and operational planning for NOC teams working in a 24/7 environment
- Acted as escalation point for network incidents and service disruptions
- Participated in the Change Advisory Board (CAB), reviewing and coordinating infrastructure and network changes
- Supported operational improvements and reporting to ensure service reliability and SLA compliance

Contact

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Located in Vaasa, Finland

Available for interim positions, facilitating workshops, NIS2, GDPR, governance and risk management etc

Key skills

- Digital and IT transformation
- Governance, risk and compliance
- Complex program and project leadership
- Business <-> technology translation
- Crisis and change leadership

Education

Vaasa university of
Applied Sciences

MSc in project engineering
2022 - present

Vaasa University of Applied
Sciences

BSc in information technology
2009-2014