

RANDY OTTEN

Senior Business and Process Analyst (Technical), CBAP®, Lean Six Sigma Black Belt

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PROFESSIONAL SUMMARY

Senior Business and Process Analyst (Technical) with more than 10 years of consulting and contracting experience leading large-scale enterprise modernization, digital transformation, process improvement, requirements management, and software delivery initiatives. My work spans over 14 industries and includes engagements with globally recognized organizations such as Deloitte, JPMorgan Chase, Fiserv, Berkshire Hathaway, Check Point, Malt-O-Meal Company, Regis Corporation, The Corcoran Group, Domino's Pizza, Allianz Life, Consumers Energy, and Xcel Energy.

PROFESSIONAL SKILLS

Clear, succinct communication * Broad and in-depth understanding of technology * Quickly onboarding to new domains * Critical thinking & problem solving * Relationship building & stakeholder management (executive, technical & business owners) * Agile (Scrum & Kanban) & Waterfall * Jira and Azure DevOps expertise * Process modeling (BPMN) * Data and gap analysis * CIAM/IAM/Information Security * User Acceptance Testing (UAT) * Use of AI-powered tools for research (ChatGPT, Copilot & proprietary LLM tools)

CERTIFICATIONS

- Certified Business Analysis Professional (CBAP®)
- Process Improvement Project Leader (Certified Lean Six Sigma Black Belt)

EDUCATION

Associate of Arts (AA) with honors | Normandale Community College – Bloomington, MN

PROFESSIONAL EXPERIENCE

Expleo

Senior Technical Business Analyst (Contractor) | September 2025 – May 2026

Xcel Energy Client Engagement – legacy system content and data migration to SharePoint Online

- Partnered with solution architects and development leads to establish standardized configuration requirements for the new SharePoint Online ECMS instances, improving deployment consistency and reducing implementation risk
- Led cross-functional process modeling sessions to design and standardize end-to-end migration processing workflows, establishing governance controls and repeatable migration procedures
- Facilitated requirements workshops with business units and content owners to define information architecture, metadata taxonomy, RBAC security, records management, retention, sensitivity labeling, and legal hold requirements for insertion into Jira
- Coached stakeholders in transitioning from folder-based document management to metadata-driven information architecture and defined migration rules for retaining, transforming, archiving, or excluding legacy metadata
- Designed and delivered SharePoint Online training, demonstrations, and adoption workshops to accelerate user readiness and platform adoption
- Developed and managed UAT test scenarios and traceability artifacts in Microsoft Excel and Jira Xray, validating requirements and supporting successful production releases

Apex Systems

Senior Business Analyst (Contractor) | January 2025 – August 2025

Allianz Life Client Engagement - Customer Identity & Access Management (CIAM) Capability establishment

- Consolidated existing Customer Identity & Access Management (CIAM) knowledge into a library of standardized templates and knowledge assets that improved operational readiness for the new Capability Office
- Documented operational and system workflows requiring CIAM controls that improved stakeholder understanding, accelerated decision-making, and supported implementation planning

- Modernized legacy business cases into standardized, compliant templates that improved governance and streamlined future enhancement requests
- Converted informal SailPoint functionality enhancement requests into structured Polarion and Jira work items (Epics, Features, User Stories & Tasks), improving backlog visibility and development readiness
- Leveraged AI-assisted research tools like Copilot and Allianz's proprietary AI assistant to research CIAM best practices and preferred security control software vendors, reducing the information assembly process by 30%

Apex Systems

Senior Process Analyst (Contractor) | April 2024 – December 2024

Allianz Life Client Engagement - Information Security Department transformation

- Facilitated cross-functional process modeling workshops with Information Security SMEs to document end-to-end information security processes, identify security control points, and standardize the application of security controls
- Reviewed and refined all new Business Process Modeling Notation (BPMN) Visio diagrams with Security Leadership to ensure alignment with the strategic vision
- Led information security SMEs through gap analysis sessions that identified 30+ process, control, and documentation gaps, enabling prioritized remediation and reducing implementation risk
- In partnership with the Chief Information Security Officer (CISO) and senior IS analysts, analyzed and modernized Information Security process artifacts, improving governance, compliance, and consistency across operational procedures

Otten Analysis Inc

Founder & Principal Business Analyst | October 2023 – March 2024

Independent Consulting - marketing & standardized analysis tool creation for contract/consulting pursuits

- Established an independent business analysis consulting brand, developing reusable analysis frameworks, templates, and client engagement assets

Cognizant/Magenic Technologies

Lead Technical Business Analyst (Agile Consultant) | January 2015 – September 2023

National Market Client Engagements - custom application development

In May of 2021 Cognizant purchased Magenic Technologies (<https://news.cognizant.com/2021-02-01-Cognizant-Completes-Acquisition-of-Magenic-Technologies>)

- Led analysis of legacy platforms to identify gaps in user experience, permissions, metadata, content structure, and business processes, supporting enterprise modernization initiatives
- Facilitated executive, business, and technical workshops to define product vision, modernization roadmaps, and Epics aligned with business and architectural goals
- Translated complex requirements into features, user stories, and acceptance criteria through Agile backlog refinement and estimation sessions
- Maintained a defect-free requirements record, minimizing rework and reducing implementation risk
- Managed and prioritized a backlog of 6,000+ items across multiple enterprise modernization programs
- Established a standardized offshore delivery model that improved development consistency, collaboration, and knowledge transfer
- Identified automation opportunities within legacy processes and data migration activities, improving efficiency and solution quality
- Delivered role-based training and change management workshops to drive user adoption and release readiness
- Led UAT planning and execution, ensuring solutions met business requirements and Definition of Done standards
- Directed post-deployment hypercare activities, resolving issues and identifying enhancement opportunities to improve solution stability