

RANDY OTTEN

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PROFESSIONAL SUMMARY

CBAP®-certified Senior Technical Business Analyst and Lean Six Sigma Black Belt with 20+ years of experience leading enterprise modernization, digital transformation, process improvement, system analysis, information architecture design, and software delivery initiatives across 14+ industries.

CORE COMPETENCIES

Business Analysis • Requirements Elicitation • Waterfall • Agile & Scrum • Product Backlog Management • User Stories & Acceptance Criteria • Process Modeling • BPMN • Current/Future State Analysis • Gap Analysis • Stakeholder Management • UAT • Data Analysis • Information Architecture • CIAM • IAM • SharePoint Online • Change Management • Lean Six Sigma • DMAIC • Custom App Dev • UI Design • Prioritization/Value Scoring

TOOLS & TECHNOLOGIES

Azure DevOps • Jira • Confluence • SharePoint Online • Microsoft Visio • Microsoft 365 • Azure AD/Entra ID • Microsoft Excel • IT Infrastructure

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

Various Tech Gig Recruiting Companies

Senior Technical Business & Process Analyst (Contractor) | April 2024 – Current (2+ Years)

- Intuitive Tech - Miller Milling Company & Roger's Foods (Current gig as of September 2026)
 - Leading a high-priority initiative to create a clear, detailed view of the organization's enterprise and plant-level technology landscape across U.S. and Canadian operations. Document systems, integrations, ownership, dependencies, data flows, and business impact—from core enterprise platforms to plant-specific applications and operational technology. Support technology planning, vendor rationalization, risk management, and long-term internal upkeep
- Trisential-Expleo - Xcel Energy
 - Designed the requirements architecture and migration process workflows supporting implementation of a new SharePoint Online enterprise content management solution
- Apex - Allianz Life
 - Established the foundational information architecture, process models, and requirements needed to support Information Security operations and strategic cybersecurity initiatives
 - Partnered with CIAM leadership to consolidate and organize enterprise identity capability information, creating the knowledge base used to launch the organization's CIAM program

Otten Analysis Inc

Founder & Principal Business Analyst | October 2023 – March 2024 (6 Months)

- Founded an independent business analysis consulting practice, developing reusable delivery frameworks, analysis templates, and client engagement methodologies

Cognizant/Magenic Technologies**Lead Technical Business Analyst (Consultant - Agile) | January 2015 – September 2023 (8+ Years)**

- Facilitated discovery workshops with executive, business, and technical stakeholders to elicit, analyze, validate, and trace business, functional, non-functional, and regulatory requirements while performing current-state assessments, future-state design, process modeling, gap analysis, and solution impact analysis
- Translated business needs into Epics, Features, User Stories, Acceptance Criteria, business rules, and backlog items, managing and prioritizing product backlogs of 2,000+ items while supporting sprint planning, backlog refinement, release planning, estimation, and Agile delivery activities
- Partnered with architects, developers, and stakeholders to clarify requirements, resolve ambiguities, analyze data, workflows, and system integrations, and ensure solutions aligned with business objectives, technical constraints, and strategic roadmaps
- Developed test scenarios, test cases, validation criteria, and requirements traceability artifacts while leading User Acceptance Testing (UAT), defect management, stakeholder demonstrations, sprint reviews, and solution walkthroughs to ensure quality and stakeholder alignment
- Supported organizational change management, training, user adoption, post-production optimization, and Agile maturity initiatives by establishing best practices for requirements management, stakeholder engagement, continuous improvement, and backlog governance
- Representative Client Engagements: (Domino's): Call center modernization and recipe management application modernization, (Fiserv): SaaS billing modernization, settlement operations DMAIC assessment, cloud migration, and data lake initiatives, (Consumers Energy): SharePoint Online migration supporting 600+ legacy applications, (Berkshire Hathaway): Agile transformation within IT, (The Corcoran Group), (Endpoint Clinical), (Alpha High Theft Solutions): Enterprise application modernization and digital transformation initiatives

Regis Corporation**Business Analyst | April 2011 – December 2014 (3+ Years)**

- Partnered with business stakeholders to assess franchisee onboarding processes, identify improvement opportunities, and recommend future-state solutions
- Evaluated and streamlined marketing production workflows to support a strategic vendor RFP and operational optimization efforts
- Facilitated cross-functional requirements elicitation workshops to define business and functional requirements for the organization's inaugural mobile check-in application

Malt-O-Meal Company**Lean Six Sigma Black Belt Project Leader | January 2007 – March 2011 (4+ Years)**

- Led enterprise Lean Six Sigma Black Belt and Green Belt initiatives focused on process improvement, waste reduction, and operational excellence
- Facilitated Kaizen events and mentored Green Belt candidates in DMAIC methodologies, process analysis, and continuous improvement practices
- Earned Lean Six Sigma Black Belt certification while delivering measurable business process improvements

Various Companies (New Horizon Child Care, AT&T, Coldwell Banker Burnet, Malt-O-Meal)**Information Technology Network Administrator | 1993 – 2006 (13+ Years)**

- Provided regional office enterprise infrastructure technical support, scheduled maintenance and user training within a Microsoft Windows enterprise
- Developed analytical, problem-solving, and stakeholder engagement skills that enabled a successful transition into business analysis and process improvement leadership