

Randy Otten

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PROFESSIONAL SUMMARY

Certified Business Analysis Professional (CBAP®) and Lean Six Sigma Black Belt with 18+ years of experience leading strategic business analysis, requirements elicitation, and process improvement initiatives. Proven success in supporting capability development, digital product delivery, and operational transformation across diverse industries. Adept in Agile (Scrum), Lean Six Sigma (DMAIC), and Waterfall methodologies with expertise in tools like Microsoft Excel, JIRA, Azure DevOps, Microsoft Visio, SQL & Postman.

ANALYSIS EXPERTISE

- Epic, Feature & Story Writing (JIRA, ADO)
- Agile Backlog Creation and Work Item Lifecycle Management
- Stakeholder Collaboration Facilitation
- Servant Leadership & Team Coaching
- Roadmapping
- IIBA BABOK Best Practices
- Business Process Modeling & Improvement (BPMN, Visio)
- Gap Analysis & Business Value Scoring
- Performance Measurement & Monitoring
- Documentation Modernization
- DMAIC Methodology & Tools

PROFESSIONAL ANALYSIS EXPERIENCE

Senior Business Analyst Contractor at Allianz Life (AZL) | <https://allianzlife.com>

INDUSTRY SERVED: Financial Services and Insurance

KEY PROJECTS: Establish a new Customer Identity and Access Management (CIAM) Capability Office.

SERVICE DATES: January 2025 – August 2025 (*8 months*)

SCOPE OF ANALYSIS WORK:

- Document existing CIAM knowledge into an artifact library on SharePoint to help with new Director onboarding
- Collaborate with key stakeholders to document business processes requiring CIAM security controls (P-mapping)
- Convert existing business cases into modern, compliant templates
- Convert reporting requirements communicated through email into Issue work items in Jira (JMP)

Senior Process Analyst Contractor at Allianz Life (AZL) | <https://allianzlife.com>

INDUSTRY SERVED: Financial Services and Insurance

KEY PROJECTS: Build support documentation for AZL's information security (IS) division's transformation.

SERVICE DATES: April 2024 – December 2024 (*8 months*)

SCOPE OF ANALYSIS WORK:

- Lead teams of business SMEs through future-state IS process mapping using BPMN and two-level modeling
- Facilitate process gap analysis workshops and the development of transformation requirements
- Elicit and document draft SailPoint modernization requirements for IAM operations
- Collaborate with Agile teammates and product owners for User Story refinement within Polarion ALM

Principal Business Analyst and Small Business Owner at Otten Analysis Inc (OA) | <https://ottenanalysis.com>

INDUSTRY SERVED: Business Analysis, Contracting & Consulting

KEY PROJECTS: Establish a personal business brand and marketing tools for new analysis opportunity pursuits.

SERVICE DATES: October 2023 – Current (on-going)

SCOPE OF ANALYSIS WORK:

- Establish an S-Corp entity for Otten Analysis Inc (OA)
- Create the OA brand logo and brand kit using Looka.com
- Design and deploy a branded website using GoDaddy's platform, tools, and services
- Engineer and document a standardized analysis stack, tools, and methodologies for use at OAI
- Write and post informational blogs on topics of expertise

Lead IT Business Analyst (Agile) Consultant at Cognizant Technologies | <https://cognizant.com>

INDUSTRIES SERVED:

- Quick Service Restaurant (QSR) Industry (Dominos)
- Financial Services (JPMorgan Chase)
- FinTech (Fiserv)

KEY PROJECTS: Build and deploy a pizza recipe app, modernize an RBAC system, and add Google Pay and Apple Pay payment methods to a SaaS billing site.

SERVICE DATES: May 2021 – September 2023 (*2 years, 5 months*)

SCOPE OF ANALYSIS WORK:

- Facilitate requirement elicitation workshops consisting of customer business SMEs and Cognizant technical SMEs
- Lead backlog feature value scoring for ease of prioritization
- Draft User Stories in Jira & ADO to centralize all business, technical, and non-functional requirements
- Mentor junior Cognizant and client BAs, as well as customer product owners on Agile best practices
- Advise on accessibility best practices using WCAG 2.1 standards

Lead IT Business Analyst (Agile) Consultant at Magenic Technologies | <http://tinyurl.com/bdd2b4mp>

INDUSTRIES SERVED:

- Real Estate (Corcoran)
- Quick Service Restaurant (Dominos)
- Electric and Natural Gas Utilities (Consumers Energy)
- Diversified Holding Company (Berkshire Hathaway)
- Healthcare Software and Clinical Trials (Endpoint Clinical)
- Retail loss prevention and anti-theft solutions (Alpha High Theft Solutions)
- Fintech (Fiserv)

KEY PROJECTS: Build and deploy a custom portal for realtors, build and deploy a global call center app for ordering pizza, migrate 600 Lotus Notes business applications to SharePoint with workflow and data optimization, lead Agile transformation events and analysis, modernize a clinic supply management app, modernize an IoT security device tracking app, perform discovery analysis for moving data into the Cloud, perform a DMAIC assessment to quantify which systematic changes will provide the most value.

SERVICE DATES: January 2015 – April 2021 (*6 years, 5 months*)

SCOPE OF ANALYSIS WORK:

- Lead Agile backlog refinement sessions with key stakeholders to finalize work items in Jira and ADO
- Lead daily standup, story pointing, and Sprint planning sessions as required
- Identify, document, and socialize automation opportunities to improve technology and business processing
- Collaborate with key stakeholders to document workflows using Visio or Excel (P-mapping)
- Create UI mock-ups to communicate the styling expected where no formal designer budget is available
- Analyze customer data using SQL commands to better understand current data relationships and gaps
- Confirm API requirements using Postman
- Lead or participate in UAT as required

Staff Business Analyst at Regis Corporation | <https://regiscorp.com>

INDUSTRY SERVED: Personal Care Services

KEY PROJECTS: Improve franchisee onboarding, improve marketing (printed material) processing, and launch the company's first salon-based mobile app for Google and Apple devices.

SERVICE DATES: January 2007 – March 2010 (*3 years, 3 months*)

SCOPE OF ANALYSIS WORK:

- Complete the required training and experience to obtain IIBA's CBAP certification (2013)
- Analyze business workflows and perform gap analysis to determine improvement opportunities
- Lead the development of technology development requirements using both Waterfall and Agile approaches
- Assist with documentation modernization as determined by IT leadership

Lean Six Sigma Black Belt Project Leader (Malt-O-Meal Company) | <https://malt-o-meal.com>

INDUSTRY SERVED: Consumer Packaged Goods (CPG)

KEY PROJECTS: Convert from an IT infrastructure admin to a Lean Six Sigma Black Belt Project Leader to serve as a process improvement representative for IT.

SERVICE DATES: May 2021 – September 2023 (*2 years, 5 months*)

SCOPE OF WORK:

- Complete the classroom training required for Lean Six Sigma Black Belt certification (2008)
- Master the current tools of the DMAIC methodology and mentor others as required
- Develop curriculum and facilitate company-wide DMAIC awareness sessions
- Mentor 6 Green Belt candidates through certification and project completion
- Officially log \$1M in gained value and efficiency annually

EARLIER TECHNICAL EXPERIENCE

- Microsoft Network Admin, Coldwell Banker Burnet & Coldwell Banker Burnet Home Loans
- VoIP & Digital Installer, AT&T
- Level III Tech Support, New Horizon & Malt-O-Meal

EDUCATION

Associate of Arts (AA), with Honors

Normandale Community College – Bloomington, MN

WORK PHILOSOPHY

"It's hard to be aggressive when you're confused."

Vince Lombardi - Head Coach, Green Bay Packers

Establishing the right "recipe" for your business initiative before you empower your teams makes their work far less stressful and more predictable. When teammates clearly understand what needs to be done, how, when, and why, you can get the right things done more efficiently.