

Otso Hannula

Master of Science in Technology
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[LinkedIn profile](#)
[Website and portfolio](#)



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My passion is to spark collaboration in designing digital services.”

Work experience

Lean-Agile Consultant

Nitor

February 2016 –

I'm currently working as a Lean-Agile Consultant at Nitor, helping large organizations become more agile and develop ability renew. I work largely with Scaled Agile Framework (SAFe) and I'm a certified SAFe Program Consultant (SPC4) with experience in teaching SAFe courses.

Keywords: Lean-Agile, SAFe, coaching, facilitation

Project manager, researcher

Aalto University

July 2014 – December 2016

I collaborated with Yleisradio to develop a co-working space in Helsinki in the [CECO Creative Ecosystems Collaborative Operations](#) project at the Aalto Dept. of Industrial Engineering and Management. I was the responsible researcher for co-development workshops, coordinating project workers with Agile methods, and field research. I am writing my doctoral dissertation about the use of games as a method of organizational learning and problem solving in cases such as CECO.

Keywords: project management, workshops, service co-design, facilitation, qualitative research, Agile

Game designer, researcher

Aalto University

May 2013 – June 2014

I was the game designer of ATLAS, a board game for designing service projects in the ATLAS project. In the project I also facilitated service co-development workshops and researched service co-design methods to write my master's thesis on the ability of the board game to support collaboration and learning through gameplay. The thesis was awarded best of 2014 by [DiGRA Finland](#) and [Aalto School of Science \(en\)](#).

Keywords: service co-design, game design, facilitation, qualitative research, education research

Business developer and UX designer

Reddal

May 2012 – August 2012

I worked on the business strategy and development of international corporations and small companies. I was also responsible for creating software tools to solve customer challenges in data tracking and inventory management.

Keywords: UX, UI, design, business development, strategy, VBA, data management

IT Auditor Trainee

Ernst & Young, Advisory services

September 2011 – December 2011

I audited client IT systems as a part of IT consultant team in a junior position. Work consisted of field work of inspecting rights management and physical security, and collaborating with E&Y accounting.

Keywords: auditing, IT security, access management, IT consulting

Testing and feature management

Accenture Technology Solutions Finland

June 2011 – August 2011

I tested an intranet service against specification as a part of a 30-person software operation with a finance sector client. My daily work was with the specifications and testing team, where my primary function was designing and running user interface testing on the product and updating the product specifications if errors or ambiguity was detected.

Keywords: software testing, requirement documentation, Agile, JIRA, financial services

Technical customer service

Nordea

May 2010 – August 2010

Solved problems in the payment transaction interface based on customer and service provider contacts.

Keywords: bank services, customer service, XML, troubleshooting

Education

Master of Science in Technology (Information Networks)

Aalto University

September 2008 – April 2014

- Master's Thesis: [Game Structure in Knowledge Co-creation](#), grade 5/5. The thesis studied the use of a board game as a tool of service co-development and received two awards.
- Major: Business Networks, Minor: Software Business and Engineering
- Bachelor of Science in Technology 2012, thesis on IT System Implementation in Organizations

Skills

IT-Skills and Knowledge

- Business process modelling (swimlane models, relationship maps, scenarios)
- User interface design (wireframes, use cases)
- Service design methods (customer journey, service blueprinting, design games, etc.)
- Programming skills: Java (basics), VBA (professional use)
- Microsoft Office (Word, PowerPoint, Excel, Visio): Advanced skills.
- Desktop publishing (InDesign): Extensive basic use experience from magazine publishing.
- Graphic Design (Photoshop, Illustrator): Advanced skills.

Languages

- Finnish: Native
- English: Fluent
- Swedish: Basics

Posts of responsibility

- Member of the jury at Laurea GameJam for Adopting Healthy Lifestyles 25th-27th September 2015
- Recipient of the golden decoration for efforts in benefit of Information Networks guild Athene and the Information Networks degree programme in 2014
- President of the Board of Information Networks Guild Athene 2013
- Precentor director, member of Teekkari section in Aalto University Student Union 2012
- Head of Media, board member of Information Networks Guild Athene 2011
- Editor-in-chief of student guild magazine Kukka 2010-2011

Personal passions

- Writer in the student musical production Teekkarispeksi, Supernova (in Finnish, spring 2015).
- Game designer and writer on Lautapeliverstas board game design project by Helsinki city library (in Finnish, spring 2014)
- Gaming and game design: video games, board games, tabletop RPGs, miniatures, card games, larp
- Head of Communication and Media team of 15 people at TEDxOtaniemiED 12.5.2015