

**Speaker Bios:**

Teri O'Brien, is a Senior Lean Coach for the State of Arizona, within the Department of Administration. Currently, she provides support, training and facilitation to the organizational leaders and staff in an effort to strengthen the Arizona Management System (AMS) within the agency. Prior to relocating back to Arizona she was a national consultant for a nonprofit, KnowledgeWorks/StriveTogether, and worked with over 60 communities, which included over 300 organizations, focused on collective impact work and continuous improvement efforts. In addition, she has previously worked for the Department of Economic Security, Department of Education, and the Department of Child Safety in various roles. Teri has a bachelor's degree in Business Administration, Master's degree in Public Administration, and is a certified Lean Six Sigma Black Belt.

Ortenzio (Otto) Sticca Jr. is a Business Analyst for the State of Arizona Department of Administration. He provides business process performance metrics, data analytics and leads continuous improvement projects. Before joining the State of Arizona, Otto was a Field Engineer in the oil and gas sector. He standardized the field troubleshooting procedures reducing down time and \$260k in cost. He was also a Project Engineer for CMC Golf, an international golf accessories manufacturer, overseeing in-house and overseas development and manufacturing. Otto has a Bachelor's of Science degree in Mechanical Engineering Technology, Masters of Business Administration degree and is a certified Lean Six Sigma Black Belt.