

RANDY HESSE M.S.

Product Architect

✉ me@io.world

☎ 973.432.7060

📍 Denver CO 80211

🌐 <https://www.linkedin.com/in/randy-hesse/>

🔗 <https://github.com/io-world>

WORK EXPERIENCE

Product Solution Architect: AI Labs Team (NPI Research)

Keysight Product / AI Solutions

📅 February 2021 - current 📍 United States

- Partnered with Forrester and Gartner analyst teams to position the Eggplant product suite, contributing to top-tier quadrant placement through executive briefings, live product demonstrations, and technical Q&A on company AI vision and roadmap.
- Developed and presented an AI product vision to internal stakeholders, outlining a DevOps to AIOps transformation roadmap and aligning objectives among sales, engineering, and executive teams to ensure readiness for future customer demand.
- Acted as the key liaison between AI technology and non-technical stakeholders, effectively simplifying automation concepts to guide customers, executives, and sales teams through the transition from manual processes to AI-driven operations, resulting in enhanced understanding and engagement.
- Led AI product discovery and prototyping for the Eggplant suite by defining requirements, demonstrating feasibility through working proofs-of-concept, and coordinating handoff to engineering teams for production implementation.
- Defined product requirements and developed internal prototypes for a QA toolchain using MCP-based LLMs and OmniParser for computer vision, which allowed engineering teams to improve testing accuracy by 20%.
- Collaborated with product managers to evaluate features based on stakeholder feedback, ensuring the roadmap stayed focused on viable, high-impact capabilities rather than scope creep.
- Translated ambiguous business needs into structured product requirements for AI-driven automation features including automated test case generation, reducing engineering ambiguity and accelerating delivery cycles.
- Defined and advocated for AI features across the Eggplant product suite, working with PMs and engineering leads to scope, prioritize, and deliver AI-assisted workflows that increased user engagement.
- Authored functional and technical requirements for AI-driven automation solutions targeting the Software Testing market, ensuring accuracy, feasibility, and alignment with product strategy.

Technical Consultant: Eggplant Product Suite (DAI)

Eggplant / Professional Services

EDUCATION

Master of Science Information Systems University of Colorado, Denver

📅 2021 - 2023

📍 Denver, CO

Bachelor of Science Computer Information Systems New Jersey Institute of Technology

📅 2006 - 2008

📍 Newark, NJ

Computer Engineering Binghamton University

📅 2003 - 2005

📍 Vestal, NY

SKILLS

Product & Strategy

- Product discovery and roadmapping
- Requirements definition and technical specification
- Stakeholder alignment and executive communication
- Analyst relations (Forrester, Gartner)
- Pre-sales support and proof-of-concept strategy
- Cross-functional team collaboration
- DevOps to AIOps transformation frameworks

AI Product & Platform Architecture

- Enterprise AI systems design
- GenAI product design and prototyping
- Testing automation platforms



September 2019 - February 2021

📍 Boulder, CO

- Served as lead consultant and technical owner on a \$6.3M 3-year enterprise contract, one of the largest in company history, managing full delivery from scoping through implementation and ongoing client success.
- Converted manual testing workflows for clients across healthcare, automotive, retail, and aerospace and defense sectors, enabling faster and higher volume test execution across regulated platforms.
- Guided enterprise clients through the process and people challenges of automation adoption, diagnosing whether friction stemmed from technology, workflow, or organizational resistance and tailoring strategy accordingly.
- Published an industry article on automation repeatability that influenced how Eggplant internally framed and communicated its automation approach across sales, consulting, and product teams.

Customer Success Manager: Eggplant Product Suite (DAI)

Eggplant / Professional Services



April 2016 - September 2019

📍 Boulder, CO

- Built and maintained enterprise account relationships through structured QBRs with defined KPIs, onsite visits, and hands-on training, driving consistent product adoption across a large portfolio of clients.
- Deployed proof-of-concept environments for prospective clients and partners, translating technical capability into business value to support pre-sales evaluation and accelerate deal progression.
- Conducted onsite and remote training for QA developers for different environments, building client-side capability and reducing dependency on professional services over time.

Technical Consultant RES One Suite: Automation Manager and Service Store

RES Software / Professional Services



Nov 2014 - Nov 2015

📍 United States

- Designed and implemented RES Software, enhancing automation processes for over 20 customers and partners.

First/Second Level Remote Product Administrator: Paragon: Mckesson Paragon Clinical Application

Mckesson Corporation / Support



April 2008 - June 2014

📍 Broomfield, CO / Parsippany, NJ

- Support Clinical Workflow Interfaces and Systems: HL7, ACC, CPACS, Hemodynamics, Echo, Echo Stress, Cath, ECG Procedures, Clinical Assessments, Care Plan, Order Management, Physician Reporting, Clinical Assessments, HL7 Management, Nurse Documentation, Labor and Delivery (NICU), Clinical Assessments

- Scalable system architecture
- AI-driven workflow redesign

LLM & GenAI Systems

- Retrieval-Augmented Generation (RAG)
- LLM deployment and integration
- Prompt Engineering
- Agentic workflows
- Model Context Protocol (MCP) implementation

Computer Vision & OCR

- Image recognition pipelines
- Document processing and extraction
- PaddleOCR and OpenCV-based solutions
- Vision-guided RPA

Automation & Engineering

- Python
- RPA and OS-level scripting
- RESTful API integration
- DevOps pipelines and CI/CD
- Distributed system integration
- Self-healing automation design

Cloud & AI Infrastructure

- Google Cloud
- Azure AI Services
- Amazon Web Services
- Vector databases

Data & System Integration

- Database modeling
- Enterprise system integration
- Cross-platform architecture
- Workflow design and optimization

CERTIFICATIONS

- Amazon Web Services Cloud Practitioner (Issued May 2023)