Ferdinand Reyes Senior Business Analyst

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PROFILE SUMMARY

- **Senior Business Analyst** with **7 years** in **group insurance**, now on MetLife's **disability and absence claims** systems (MyBenefits and Total Absence Management), after 3 years on Prudential's group insurance **data exchange** team.
- Works across requirements (**Jira**, Confluence), modeling (**BPMN 2.0** in Visio and Lucidchart), data (**SQL**, Snowflake, Excel), APIs (**Postman**, Swagger), reporting (**Tableau**) and test planning in TestRail.
- Knows **short-term and long-term disability**, **FMLA and state paid leave** rules and employer eligibility feeds, and starts every project with a **current-state process map** before anyone writes a requirement.
- Works with **claim operations** leaders, compliance, product owners, developers and QA across New York and **Cary, NC**, and walks **employer HR teams** through feed specs during client implementations.
- Mentors **2 business analysts** on story writing and SQL, wrote the team's **UAT sign-off checklist**, runs the monthly BA practice meeting for Group Benefits, and holds the **IIBA CCBA**.

TECHNICAL SKILLS

Requirements & Documentation:	BRDs, functional specs, user stories, acceptance criteria, use cases, non-functional requirements, traceability matrix
Modeling & Diagramming:	BPMN 2.0, Visio, Lucidchart, swimlane diagrams, UML activity diagrams
Data & SQL:	SQL, Snowflake, Excel, Power Query, data profiling, source-to-target mapping
BI & Reporting:	Tableau, Power BI, KPI dashboards
Delivery & Collaboration Tools:	Jira, Confluence, Miro, SharePoint
Methods & Frameworks:	Agile, Scrum, SAFe, Kanban, BABOK v3
Systems, APIs & Testing:	SDLC, REST APIs, JSON, Swagger, Postman, TestRail, EDI 834 eligibility files

EDUCATION

NYU Stern School of Business — **B.S. in Business, Finance and Information Systems** — New York, NY · Sep 2015 to May 2019

IIBA — **CCBA certification** — New York, NY · Nov 2022

WORK EXPERIENCE

MetLife — **Senior Business Analyst** — New York, NY · Apr 2022 to Present

- Ran workshops with claim specialists, compliance and employer HR teams on the new **Minnesota** and **Delaware** paid leave programs, and got the leave rules for **Total Absence Management** signed off **3 weeks** early.
- Wrote the functional spec and **traceability matrix** for the **MyBenefits** short-term disability claim flow, tying each requirement to a design and a test, and change requests after sign-off fell from 23 to **6**.
- Mapped current and future-state disability claim intake in **BPMN 2.0**, from MyBenefits to the claim file, and the gap analysis removed the re-keying in between, saving claim specialists **11 minutes** a claim.
- Built the **source-to-target mapping** for leave data from employer HR systems such as **Workday** into Total Absence Management, with **SQL** checks that cut rejected records per feed from 4.2% to **0.6%**.
- Led **UAT** for the paid leave release with claim specialists as testers, triaged defects with QA each morning in **Jira**, and closed all **47** high-priority defects before the Jan 1, 2026 go-live.

Prudential Financial — **Business Analyst, Data Exchange** — Newark, NJ · Jul 2019 to Mar 2022

- Wrote **user stories** and acceptance criteria in **Jira** for onboarding employer eligibility files in Group Insurance, refining them with the product owner each sprint, and cut new client setup from 9 weeks to **5**.
- Scored 3 file validation tools against the team's requirements and wrote the **cost-benefit analysis** for the one Group Insurance bought, which saved **1,870 hours** a year of manual file fixes.
- Wrote job aids and ran remote training for implementation managers moving to a new **file tracker** in 2020, and the post-launch review found **94%** of new files logged there by week 6.