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LENA CASTAÑEDA AAACastaneda

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**EXECUTIVE SUMMARY**

Project Manager/Business System Analyst with extensive industry experience and the ability to understand clients’ business needs and recommended product solutions, process improvements and industry best practices. In current and previous roles, delivered web and mobile enhancements along with metrics to evaluate the effectiveness of the new features and successfully launched statutory reported that enabled Liberty Mutual to acquire license to launch operations in Peru.

**TECHNICAL SKILLS**

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|  | Congos Business Insight, SharePoint, PL/SQL, PostgreSQL, MongoDB*,* HTML, Bootstrap, JavaScript, D3.js, Leaflet, Python, Pandas, R, MS Project, Excel, PowerPoint, Agile, Waterfall, Salesforce, Genius, Claims Center.  **PROFESSIONAL EXPERIENCE** |

**Business Analyst/Product Owner July/2018 – Present**

**MetLife, Inc. Bridgewater, NJ**

Successfully delivered web, mobile and metric enhancements focused on improving the customer experience.

Partner with scrum masters and product owners to understand and communicate the product requirements documented in JIRA.

Write necessary stories to deliver functionality and lead story grooming sessions.

Focus on continuous improvement, promote an agile mindset.

Create Global Servicing Platform requirements for Home & Auto, Accident & Health, Annuities and Pension products.

**Co-Founder Sept/2017 – July/2018**

**Marcas LLC Princeton, NJ**

Coordination of budgeting, investment, business plan.

Responsible for contract development.

Identify new business opportunities and marketing strategies.

**Senior Business Systems Analyst/Project Manager Apr/2016 – Aug/2017**

**Liberty Mutual Insurance New York, NY**

Led complex project to deliver 26 statutory reports for the Peru regulatory body, Superintendencia de Banca y Seguros.

Oversaw project with participants across multiple locations (US, North Ireland, Colombia, Peru) and for multiple products (Property, Marine, Construction, Casualty, Energy, Sabotage & Terrorism).

Managed a team of business analysts, solution architects, data governance engineers, report writers to ensure system and statutory as well as technical requirements were met.

Identified the policy, claims, financial, reinsurance data elements needed for reports and identify where in the existing systems (Genius, ClaimCenter, SAP) the data would be retrieved.

**Senior Account Manager Feb/2012 – Dec/2015**

**Ventiv Technology (formerly Aon eSolutions) Chicago, IL**

Understand clients’ business needs and recommended product solutions, workflow/ process improvements, industry best practices.

Assisted and trained clients on report and data dashboard creation using Cognos Report and Query Studio. Conducted business process review to evaluate client workflows and business needs to facilitate process, system configuration and functionality improvements.

Responsible for SLA contract renewals, Statements of Work, Amendment, Change Contol contracts.

Held annual stewardships meeting, client system road map, quarterly executive meeting.

**Project Manager Jan/2010 – Jan/2012**

**Senior Client Service Manager June/2005 – Jan/2010**

**Senior Business Analyst Jan/2001 to June/2005**

**Delphi Technology East Brunswick, NJ**

Managed software application implementation projects including deliverables and milestones within approved timelines and budget.

Handled heavy resource management and coordination with US and Shanghai departments performing supervisory functions including task assignment, scheduling, time and invoice approvals.

Coordinated client upgrades, create / applied SQL scripts and ensured timely completion of upgrade. Served as analyst for Agile project to change system from client server to web based. Created uses cases, user stories, traceability matrix, requirements management plan and prioritization of policy, claim and financial system modules.

Served as the claims system subject matter expert.

Delivered service and support to end-users on policy, claim and financial systems by triaging issues in the front end and back end.

Conducted training and on-site support for new system enhancements, programs and software applications.

Lead business analyst in database consolidation project of two clients, one of which was the largest medical professional liability insurance company in the state of New York.

**EDUCATION**

Certificate in Data Science, Rutgers University

Certificate in Project Management, Middlesex County College

Database System Concepts, Middlesex County College

Systems Analysis, Middlesex County College

Masters of Business Administration, St. John’s University, College of Risk Management

Bachelor of Arts in Economics, Rutgers University

**PROFESSIONAL PROFILE**

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| *Affiliations* | (ALPFA) Association of Latino Professionals in Finance and Accounting |
| *Foreign Languages* | Fluent in English and Spanish |
| *References* | Furnished Upon Request |
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