Nadia Haddad

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Mr. Brandt
Northwestern Mutual
Milwaukee, WI

Re: Business Analyst, Disability Insurance Claims

Dear Mr. Brandt,

Your posting says the claims team wants to move disability intake off a set of manual handoffs and into a single workflow, and that the analyst will own the current-state map. That is close to the work I have done at Associated Bank for the past three years, on commercial loans instead of claims.

When our lending group started rebuilding loan origination on nCino, I mapped the existing booking process in BPMN 2.0 with the processors who did the work. The map showed nine handoffs and three places where the same data was keyed twice. The future-state design removed most of them, and average booking time has dropped from six days to three and a half. I then wrote the user stories and acceptance criteria for two Scrum teams and ran UAT for three releases.

I also check data before I trust it. Before our migration I wrote SQL against the loan tables and found 2,300 records with missing industry codes, which we corrected before cutover instead of after. Earlier, at Brady, I spent two years in order management before becoming an analyst, so I know how it feels to use a system that was designed without asking the people who run it.

I would be glad to walk you through the loan booking map and how we got sign-off on it. I am available most afternoons and can share redacted samples of my user stories and test cases.

Sincerely,

Nadia Haddad