

# Department of Veterans Affairs Senior Executive Biography

### **Bradley Houston**

## Director Office of Business Process Integration

Brad leads two critical functions for VBA, Central Intake and IT liaison. His intake responsibilities include the manual and automated processing of more than 300,000 mail packets and 60 million document images a month under the Veterans Claims Intake Program, as well as the automation of payments for online claims. He is also responsible for the integration of projects with multiple VBA elements and improving the resiliency of VBA's software systems, which track millions of pending and completed claims, and pays in excess of four billion dollars a month in Veterans benefits through the Veterans Benefits Management System (VBMS) and Finance and Accounting System (FAS). In his IT liaison



role he coordinates VBA's technology related planning, prioritization and execution as well as the associated funding of VBA's software requirements, testing, and deployment with OI&T. Fiscally, he is directly responsible for the execution of \$150 million dollars annually.

### **CAREER CHRONOLOGY:**

2015 - present	Director (SES), Office of Business Process Integration, Austin, TX
2011 - 2015	Director (GS-15), Office of Business Process Integration, Austin, TX
2009 - 2011	Deputy Director, Office of Business Process Integration, Austin TX
2007 - 2009	VBA Business Architect, Office of the Under Secretary for Benefits, Washington, DC
2004 - 2007	Supervisory Management Analyst, VBA Western Area, Phoenix, AZ

In addition to permanent duty assignments, Brad has served in acting Assistant Director roles at the Appeals Management Center, with the Office of Performance Analysis and Integrity, and at the Regional Offices in Atlanta, GA, and Providence, RI. He is also an Operation Desert StormVeteran of the United States Army.

#### **EDUCATION:**

Senior Executives Leadership Training, Washington, DC
Thinking in Business, Wizard Academy, Austin, TX
Project Management Training, New Horizons, Austin, TX
Agile for Executives, TEK Systems, Washington, DC
Six Sigma Green Belt Training, TEK Systems, Washington, DC
Leadership VA, VA Learning University, Washington, DC
Assistant Director Development Program, Washington, DC
Bachelor of Science in Business Management, University of Phoenix, Phoenix, AZ
Basic Mediator Training, Justice Center of Atlanta, Atlanta, GA
Congressional Briefings and Relationships, Georgetown University, Washington, DC
Division Leadership and Management Training, VBA Academy, Baltimore, MD
Introduction to Leadership, VBA Academy, Baltimore, MD