

Ray Tellez

Executive Director, Office of Business Integration (20C)



Raymond Tellez has over 25 years of service with VA, where he is currently serving as the Executive Director for the Office of Business Integration (OBI).

He is responsible for the Veterans Benefits Administration's (VBA) technology and automation efforts to improve benefits claims processing for Veterans. This includes ensuring technology efforts are focused on prioritizing resources to maximize the services VBA provides in leveraging technology and automation to deliver benefits.

He has served as the Deputy Under Secretary for Automated Benefits Delivery, a role that concluded in 2025 following agency-wide restructuring; functions were consolidated to OBI.

During his time in the Office of Business Integration, Mr. Tellez was responsible for overseeing VBA's portfolio of business systems and automation initiatives. He led and continued efforts to develop business requirements, conducted user acceptance testing, and deployed innovative solutions that transformed how VBA delivers benefits. His work included major initiatives such as scanning and digitizing claims folders to support the enterprise deployment of VBMS, centralizing and automating mail processing, and implementing automated decision support (ADS) tools that have significantly improved timeliness and accuracy in claims processing, where 30% of compensation claims leverage ADS.

Mr. Tellez has played a key role in many transformative efforts across VBA that enhance the organization's ability to deliver benefits to Veterans. His leadership has advanced modernization efforts that balance innovation with accountability, ensuring new technologies directly support mission outcomes and improve the Veteran and employee experience.