

Nelly S. Nikulina

U.S. Citizen

I am a goal-oriented, self-motivated professional skilled in analyzing, problem solving in a meticulous manner providing quality customer service. While skilled in such areas, I also bring a high level of energy and passion to what I do. I get the most satisfaction from working closely with clients and seeing how they can benefit from solutions I offer.

Contact

Address
Malvern, PA 19355

Phone
(215) 859-1782

E-mail
nellynikulina@gmail.com

Software

Tableau	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Microsoft Office 365	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Expert</div>
Visio	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
SQL	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
Jira/Confluence	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Salesforce	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>
CRM Dynamics	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
HTML/CSS	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>

Soft Skills

Project Management	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Leadership/Team Management	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Communication	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Problem solving	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Expert</div>
Wireframing	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Analytics	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Attention to detail	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>
Critical thinking	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Advanced</div>

Education

2022– 2024	Master's of Science in Human-Computer Interaction & User Experience; Master's in Applied Data Science <i>Drexel University – Philadelphia, PA</i>
2017 – 2020	Bachelor's degree in Computer Science & Information Systems <i>Albright College - Reading, PA</i>

Certifications

01-2016	Software Quality Assurance Analyst
10-2015	Agile Scrum Master

Experience

08-2022 – Present	Lead IT Business Analyst <i>Medical Guardian, LLC., Philadelphia, PA</i> <ul style="list-style-type: none">Manage and lead the main projects of the company for the integration of two platforms across all departments, CRM Dynamics to Salesforce.Lead a team of IT Business Analysts in gathering, analyzing, and documenting business requirements for enterprise-level projects.Collaborate with C-suite executives and department heads to align IT initiatives with strategic business goals.Guide the design of high-impact IT solutions, ensuring scalability, efficiency, and adherence to industry best practices.Develop comprehensive test strategies, oversee test planning and execution, and drive quality assurance efforts.Act as the primary liaison between business stakeholders and technical teams, facilitating effective communication.Provide mentorship and training to junior analysts, fostering professional growth within the team.Lead change management initiatives, managing the impact of IT projects on business processes and systems.Drive project management activities, monitor project progress, and proactively address challenges to ensure successful delivery.
04-2021– 08-2022	Business Systems Analyst <i>DaVita, Inc., Malvern, PA</i> <ul style="list-style-type: none">Identified ways to enhance performance of billing and clinical software related to new business implementation processes.Created and updated high-level requirements, use cases, process flows, functional and non-functional requirements.Informed IT solutions that met the business needs by eliciting requirements from product managers, product directors, product owners, business SMEs, and executive leadership.Participated in Joint Application Design (JAD) to collect and define business and functional requirements for software.Responsibly maintained business requirements through the life cycle of software development, and raised awareness with mitigating strategies when issues arise impacting budget or timelines.

- Supported business initiatives through data analysis, identification of implementation barriers and user acceptance testing of various systems to impacted business users and stakeholders.
- Served as the subject matter expert on the assigned function of the software to ensure operational performance.

11-2019–
02-2020

Accounts Billing Analyst

CLX Logistics, LLC, Blue Bell, PA

- Assisted platinum account clients with requests for invoice copies, ledger details and explanation of accounts receivable amounts owed.
- Initial point of contact for all billing data integrity matters for clients, vendors and various internal departments.
- Generated reports to highlight and explain collection issues and balances due.
- Resolved clients' invoice issues within e-billing vendor portals with team related to non-payment and outstanding balances.
- Performed data manipulation, cleansing and simplifying to provide a framework for advanced reporting capabilities and descriptive analytics.
- Fostered relationships with employees and clients to allow for effective account management and customer retention.

09-2017 –
03-2019

Sr. Billing Analyst

Kenan Advantage Group, Inc, Lansdale, PA

- Managed routine accounts payable and expense reimbursements to validate data for 15 locations.
- Assisted Director of accounting department with opening two new locations and manage process documentation for the data entry queries as well as training materials for employees.
- Communicated with management and clients to resolve billing problems.
- Trained and mentored new team members on accounts payable systems and policies to build cohesive groups to increase and promote business operations.
- Verified accuracy of accounts payable payments, resulting in 75% reduction in payment errors and check re-issues.
- Updated pricing on orders to promote invoice accuracy for special agreements, substitutions and unauthorized deliveries.
- Generated financial statements and reports detailing accounts receivable status.