Nelly S. Nikulina

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SUMMARY

Creative and detail-oriented UX Designer with a strong foundation in user-centered design, interaction design, and usability testing. Skilled in transforming complex problems into intuitive, accessible, and engaging digital experiences. Proficient in tools like Figma and usability research methods to craft data-driven solutions. Proven ability to collaborate cross-functionally with developers, product managers, and stakeholders to deliver user-first interfaces that balance business goals with user needs. Passionate about creating impactful experiences that inspire and delight users.

EDUCATION

2022-2024   **Master's in Human Computer Interaction and User Experience**
Drexel University – Philadelphia, PA

2017-2020   **Bachelor's in Computer Science and Information Systems**
Albright College – Reading, PA

CERTIFICATION

01-2016   Software Quality Assurance Analyst

10-2015   Agile Scrum Master

SKILLS

- UI/UX design
- User research & Interviews
- Usability testing
- HTML, CSS, JavaScript
- Figma, Adobe XD
- End-to-End Design
- Wireframing & Prototyping
- Cross-Functional Collaboration
- Stakeholder Facilitation
- Problem Solving & Effective Communication
- Adaptability & Continuous Learning
- Business Process Optimization
- Data Analysis & Visualization
- Agile Methodologies
- Tableau, Qualtrics, Azure DevOps, Jira

EXPERIENCE

08.2022 – 10.2024 | **Lead IT Business Analyst**
Medical Guardian, LLC., Philadelphia, PA

- Led large-scale business transformation projects, ensuring seamless integration of CRM Dynamics and Salesforce for improved operational efficiency.
- Liaised with IT project teams and business stakeholders to translate business requirements into technical solutions and align priorities across departments.
- Configured and optimized Salesforce systems by analyzing business processes, interpreting change requests, and implementing tailored solutions to meet evolving needs.
- Collaborated with cross-functional teams to design user-centered Salesforce interfaces, reducing task completion time by 45%.
- Directed implementation of change management initiatives, managing the impact on business processes and systems to ensure smooth adoption.
- Developed custom Salesforce reports and dashboards for intake, sales, and installation teams to enhance data visibility and decision-making.
- Led a team of IT Business Analysts in collecting, analyzing, and documenting software requirements to support successful project delivery and alignment with business goals.
- **Designed interactive wireframes and user interface prototypes in Figma** to visualize AI-driven workflows and enhance collaboration between product, design, and engineering teams.
- **Transformed complex AI requirements into intuitive, user-centered wireframes** that streamlined decision-making and improved model interpretability for end users.

04.2021 – 08.2022 | **Business Analyst (Operations)**
   DaVita, Inc., Malvern, PA

- Conducted and supervised audits during the migration of 3000 clinics worldwide to a general release.
- Acted as a subject matter expert for CWOW platform, maintaining operational efficiency in assigned software function.
- Collaborated with stakeholders to identify business needs and data sources.
- Performed gap data analysis between existing systems/processes and desired state, identifying areas for enhancement.
- Developed and managed project plans while providing status updates to executive directors and management.
- Enhanced users experience performance by identifying opportunities in billing and clinical software.
- Supported software development projects by defining clear requirements and effectively communicating them to technical teams.
- Developed high-quality documentation to support training efforts, helping employees fully understand new systems and procedures.
- Utilized data visualization techniques to present and explain complex data sets.
- Developed customized reports, summarizing and presenting data in visually appealing format.
- Generated ad-hoc reports to evaluate specific business requirements.

11.2019 – 02.2020 | **Billing Analyst**
   CLX Logistics, LLC., Blue Bell, PA

- Processed and verified high-volume freight invoices for domestic and international shipments, ensuring accuracy, compliance, and timely payment.
- Analyzed billing discrepancies and resolved rate/contract variances by collaborating with carriers, clients, and internal departments.
- Utilized ERP and transportation management systems (TMS) to reconcile accounts, generate billing reports, and maintain financial data integrity.
- Identified process inefficiencies and implemented workflow improvements, reducing billing errors and improving turnaround time.

01.2018 – 03.2019 | **Billing Analyst**
   Kenan Advantage Group, Lansdale, PA

- Reviewed, validated, and processed transportation billing data to ensure accuracy, contract compliance, and timely invoicing.
- Verified accuracy of accounts payable payments, achieving a 75% reduction in payment errors and checking re-issues.
- Analyzed billing trends and system discrepancies to identify root causes, implement process improvements, and reduce revenue leakage.
- Collaborated with IT, finance, and operations teams to streamline data workflows and enhance system integration for billing processes.
- Developed reports to support leadership in tracking financial performance and process efficiency.
- Assisted leadership in successfully opening two new locations, including managing process documentation and training materials for employees.
- Trained and mentored new team members on accounts payable systems and policies, contributing to cohesive team dynamics.

08.2013 - 07.2015 | **Teller/ Customer Service Representative**
   Wells Fargo Bank, Lansdale, PA

- Processed customer transactions accurately and efficiently, including deposits, withdrawals, payments, and account inquiries.
- Provided excellent customer service by assisting clients with banking needs, resolving issues, and promoting bank products and services.