Nicholas Shelby

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# Objectives

*Skills*

# Work Experience

Results-oriented professional with 17.5+ years of experience and a proven knowledge of government policy & regulations, Salesforce implementation, requirements gathering, project management, product management, business analytics, workflow prioritization, and vendor/ customer communications. Aiming to leverage my skills to successfully fulfilla Project Manager, Product Manager, or Business Solutions Analyst role to drive a company's vision.

Agile Methodologies (Lean, Scrum Master Certified, Kansan, Extreme Programming), Azure DevOps, Axure Workflow and Mockup Creation, Waterfall Methodology, Yardi Voyager, Database Structure, Drupal, Information Technology Systems Procurement, Vendor Management, RFP, SLA, KPI, Microsoft Office, Microsoft Access, Microsoft Project, Infor, ADP, Sharepoint, GoSection8, R, SQL, Canva, Business Intelligence, Qlik, Import.io, Public Speaking, Executive Management and Leadership Training, PIC Government Systems, EIV Government Systems, Salesforce Implementation, (Sales Cloud and Front-End Cloud), Freshdesk and Help Desk Implementation

## Chicago Housing Authority (Chicago, IL)

August 21, 2017 - Present

Senior IT Business Solutions Analyst / Project Manager

* Manage project execution and tasks to ensure adherence to budget, purchasing procedures, schedule, compliance, and scope. Projects include infrastructure workflows, Salesforce Implementation into help/ call centers for residents and applicants, web tools and websites for interactions between CHA staff and applicants, fulllaptop inventory rollout, reasonable accommodations, and ADA compliant processes.
* Prepare project status reports by collecting, analyzing, and summarizing information and trends for IT staff and vendor management.
* Served as a UX/IU Designer for front-facing web portals such as Client Services Walk-In/Sign-In, Chicago Park District Intergovernmental Resident Lookup, Section 3 Vendor and Application Certification Portal
* Designs, implements, and ensures the enforcement of a standardized Business Analyst Required Document Route/Workflow and streamline communication between Project Managers and other Business Analysts using tools such as Azure DevOps and Microsoft Office Suite with Project.
* Identifying business or customer requirements and information technology alternatives; translating requirements into information technology project specifications; performed extensive HUD file reviews and quality control that formed into quality control tools used at over 5 housing authorities in the United States; analyzed data and recommend solutions for program improvement.
* Proactively communicate and collaborate with external and internal customers ranging from executive roles to front-end staff to analyze information needs and functional requirements and deliver associated artifacts as needed.
* Establish and execute a RFP, procurement routes, and project communication plan.

## Nan McKay & Associates (Chicago, IL)

December 10, 2010 -August 20, 2017

Senior Management & Finance Analyst

* Absorbed workload from five colleagues without decrease in resident interaction quality, saving the company over $135,000 per year.
* Created a workflow database that could have potentially saved the company over $10,000 per year intechnology fees.
* Supervised and mentored new staff supported new staff with training and 100% quality control that helped the company make over $2.5 million in incentives from clients (applicants and residents).
* Developed and maintained a variety of reporting tool hybrids and extensive databases using information gathered from multiple online or offline sources to interact and automate functions without the need of login credentials.
* Created and designed over 200 letters and forms for a major housing authority based upon day-to-day need and HUD Admin regulations that automated client information to ensure quality.
* Performed extensive HUD file reviews and quality control that formed into quality control tools used at over 5 housing authorities in the United States.
* Analyzed data and recommend solutions for Housing Choice Voucher program improvements.
* Supported supervisors and teams in developing strategies for improvement, service level agreement negotiations with vendors, equipment lease negotiations projects; while still maintaining excellent customer service to participants, landlords, coworkers, clients, and vendors.

## Walgreens (Nashville, TN)

April 10, 2008 - December 05, 2010

Pharmacy Intern

* Registered and processed insurance claims for new patients with confidential health insurance information as well as work with insurance companies directly to troubleshoot incorrect claims and help manage claim audits.
* Prepared and administered seasonal flu vaccines; accepted prescriptions for filling, performed clerical tasks
* Transfer medication from vials to the appropriate number of sterile, disposable syringes using aseptic techniques.
* Receive written prescription or refill requests, verifying that information is complete and accurate.

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# Education

## Belmont University (Nashville, TN)

## May 12, 2004 - May 8, 2008

Bachelor of Science in Political Science and Biochemistry

## Hardin County High School (Savannah, TN)

## August 15, 2000 - May 11, 2004

High School Diploma (Honors), Valedictorian, Winner of the Horatio Alger Association Scholarship