**Delma Nuckles**

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**EDUCATION:** University of Detroit/Mercy, Detroit, MI

Master’s of Science Degree, Health Care Education

University of Detroit/Mercy, Detroit, MI

Bachelor’s of Science Degree, Health Care Admin.

**Professional Summary**

Detail-oriented and analytical Senior Project Analyst with over 10 years of experience supporting complex technology and business programs across banking, healthcare, and insurance sectors. Adept at managing project lifecycles, tracking financials, coordinating cross-functional teams, and producing actionable reports for executives. Skilled in Agile and Waterfall methodologies, with deep experience in enterprise tools like ServiceNow, SharePoint and Excel. Proven ability to deliver operational improvements, mitigate project risks, and drive data-driven decisions within commercial banking environments.

**Core Skills:**

* Project Management
* Project Planning
* Software Development Life Cycle
* Budgeting
* ServiceNow
* Sharepoint
* Risk Management
* Team Leadership
* MS Office Suite
* Data Analysis

**Professional Experience:**

**Senior Project Analyst / Coordinator**  
**PNC Bank**  **| Oct 2022 - Present**

* Led lifecycle coordination for infrastructure decommissioning and compliance updates across tech and security platforms.
* Managed project status reporting, stakeholder communication, and risk tracking using ServiceNow and Excel.
* Produced executive dashboards and detailed progress reports, proactively escalating risks and resolving blockers.
* Utilized Clarizen and SharePoint for data visualization, document tracking, and performance reporting.
* Successfully managed end-to-end migration activities, including approvals, tasks, change requests, and resolution of issues and risks.
* Maintained clear communication with stakeholders to ensure updates and changes were effectively relayed, while proactively mitigating potential impacts on business operations.
* Leveraged ServiceNow to organize and track decommissioning-related requests, tasks, and approvals across web applications, servers, and databases—ensuring transparency and timely execution.
* Used Excel as a communication and monitoring tool for sharing project timelines, key milestone reminders, and progress updates with relevant teams and stakeholders.
* Facilitated cross-functional stakeholder meetings to plan and update the next phase of decommissioning of legacy web applications, servers, and databases, improving infrastructure efficiency and reducing operational overhead.
* Performs data analysis to gather and interpret data and communicated findings to solve the problems related to decommissioning idled web apps, servers and databases.
* Conducted in-depth data analysis using Excel pivot tables and advanced formulas to identify trends and insights for strategic decision-making.
* Analyze, gather, and interpret data found in the Confluence database that required decommissioning.
* Conduct project meetings and maintain consistent status reporting on the progress of the delivery schedule.
* Maintains and utilizes the ServiceNow database to manage and store data to support various functionalities and processes.
* Proactively identify and mitigate project risk and issues.
* Utilize the ServiceNow database to follow-up with the application teams to ensure that the decommission requests had been submitted for older servers that are no longer in use.
* Export data from ServiceNow database into Excel spreadsheets to extract relevant data and present status reports to display the results.
* Maintain project documentation such as reports and plans
* Ensures that performance data were responded to with recommendations on capacity reclaim.
* Add and edit new items in Clarizen SharePoint, ensuring updates are consistently maintained for project tracking.
* Stores newly created project documentation in the Clarizen SharePoint repository as evidence for audit and reference.
* Monitor access permissions and versioning to maintain integrity and security of uploaded files.

**Senior Project Coordinator / Analyst  
Procter & Gamble** **| Nov 2021 – Aug 2022**

* Managed project schedules and financials using MS Project and Access; supported workforce data initiatives.
* Created advanced Excel models and reports to analyze workforce trends, assess readiness, and support planning.
* Collaborated on cross-platform data migrations and application enhancements for operational efficiency.
* Extracted, loaded, modelled, and reconciled large amounts of data across multiple platforms and sources.
* Conducted a thorough assessment of existing systems and processes to identify gaps and areas for improvement in preparation for migration to ServiceNow. This involved analyzing workflows, data structures, and integrations to ensure a smooth transition.
* Managed schedule, resources, issues and risk utilizing MS Project (Ghantt charts and MS Suite).
* Collected, analyzed, and report on programmatic data to assess the effectiveness of workforce development initiatives.
* Enabled modelling through organizing and formatting.
* Searched large sets of data for patterns and trends.
* Designed, developed, and maintained MS Access databases, while ensuring data integrity and security.
* Collaborated with other team members, project managers and data analysts.
* Identified, monitored, tracked, and worked with staff to resolve project issues.
* Performed data transfer request in a timely manner.
* Responsible for documentation preparation (using MS Word and MS PowerPoint) and review.
* Provided support to the system testing team and fixing of the application.
* Provided UAT system testing support and reported changes or issues in the developed application.
* Analyzed project data to ensure accuracy and completeness of records.

**Senior IT Project Analyst  
Blue Cross Blue Shield FL | Mar 2021 – Oct 2021**

* Supported enterprise-wide PMO operations including action tracking, internal audits, Agile program setup, and dashboard reporting.
* Used Rally and MS Project to manage tasks, track resource utilization, and support audit deliverables.
* Created Issues, Action Items and Change Requests for appropriate stakeholders.
* Created Project Action Item to ensure that hours were correctly loaded into the Resource Plan, as well as created project-related action items from within a project.
* Coordinated IT projects from initiation to completion and ensured successful execution.
* Coordinated test plans and conducted rigorous testing with the team to ensure that the migrated system met functional and performance requirements. This included both automated and manual testing of individual components as well as end-to-end testing of integrated processes.
* Ensured that artifacts were appropriately grouped by project phase in SharePoint.
* Ensured that evidence of approvals of required documents were saved in the Project Web site as a major version and added to the deliverable. Support development of dashboards and presentation materials as needed.
* Support team in identifying potential risks, documenting issues, and implementing mitigation plans.
* Updated Internal Audit Log that determined the results for each deliverable in MS Project.
* Assisted in developing the project plan, defining tasks, deliverables, timelines, creating and maintaining the issue log, and change management plans.
* Responsible for setting up projects within Rally, including creating user stories, epics, and tasks, and configuring workflows to align with Agile methodologies. This involves working closely with the project team to define project requirements and establish project timelines and priorities.
* Tracked each projects applicable stage throughout its lifecycle and ensured critical information was shared among the various team members in Agile.
* Checked and reviewed Work Initiation Request Estimator (WIRES) to determine if sizing had been completed. Monitored resource plan project hours usage and scheduling on weekly basis.
* Generated a task usage status report that provided task and assignment level information including baselines and actuals.
* Evaluated the completion status of the task/artifact to update Internal Audit results.

**Project Coordinator / Analyst  
WellStar Health Systems | Sep 2018 – May 2020**

* Created centralized Sharepoint and ServiceNow systems to manage credit card reader devices across hospital networks networks.
* Conducted device audits, tracked asset lifecycle, and generated detailed Excel reports using macros and pivot tables.
* Built queries utilizing ServiceNow database to find devices and set conditions when an attestation inspection for a device failed.
* Participated in UAT testing in building the new database and provided recommendations for the ongoing improvement.
* Updated SharePoint sites, created and updated project documents, processes, and procedures.
* Created MS SharePoint database for centralized data repository warehousing for application staging, deployments tracking and reporting tools as a service delivery.
* Oversaw components of the project management life cycle process from project inception to closure of informational technology implementation projects using the Agile Methodology.
* Created data-driven reports using advanced formulas, macros, and charts that enhanced strategic decision-making.
* Conducted in-depth data analysis using pivot tables and advanced formulas to identify trends and insights for strategic decision-making.
* Conducted follow-ups, coordinated communications and maintained project documentation.
* Created and submitted reports, captured project data, milestones and data control.
* Collaborated with the IT team including developers and Project Manager to ensure that the project was delivered and processed to agreed schedules and establish processing risks and promptly identified the issue.
* Scheduled, organized, monitored and kept track of each phase of the project and updated team members with the progress to ensure the necessary deadlines were met.
* Analyzed and tracked data, informing Project Manager of status updates and projections; projected potential risks and collaborated to develop actions that reduced a threat to objective.
* Utilized ServiceNow database to enter, manipulate and update various bank account information while maintaining confidentiality and privacy.
* Ensured that credit card reader devices were in Epic Production and communicated with the IT team when missing or new information was required.
* Deprogrammed damaged First Data and Verifone credit card reader devices that were returned.
* Tested point-of-sale devices to determine if they could be redeployed to a medical facility.
* Researched and collected the Host Name and IP addresses of multiple credit card reader devices from the Legacy and Tenet hospitals as well as WellStar Medical groups.
* Communicated with hospitals and WellStar medical groups in order to locate the missing devices, confirm the location and verify the serial numbers associated with the devices.
* Maintained and updated database to ensure that the configuration, organization, application, hospital and medical group information were being accurately reported, as well as analyzed the data for errors.
* Created pivot tables and macros utilizing MS Excel to extract reports and displayed the results.
* Extracted, compiled, tracked data, and analyzed data to generate reports.
* Resolved Credit Card Users attestation issues by identifying the problem, creating a query, generating a STOP and executing a Rounds.

**Project Analyst  
Blue Cross Blue Shield of MI | Dec 2003 – Sep 2016**

* Developed MS Access databases and automated workflows for contract management and medical coding operations.
* Performed test planning, UAT, and issue tracking for system enhancements and data.
* Performed styling and mark-up (XML) of contractual documents for publishing in Doc Editor, Epic Editor and Arbor text.
* Designed, developed, and maintained database solutions using MS Access, and other business user tools and benefit information reports.
* Developed Metric tracking log for issues and enhancements and reported operational and quality metrics.
* Conducted Cross-functional analysis of Metric Reporting.
* Logged and monitored business cases.
* Troubleshot system problems utilizing Access.
* Maintained databases by troubleshooting and assisting users.
* Provided application support for MS Access databases.
* Assisted in creating test plans, test cases, test procedures, and test scripts.
* Assisted in creating UAT test cases and participated in systems testing and provided recommendation for the ongoing improvement of updated processes.
* Re-designed and re-developed medical database.
* Developed Access reports and generated reports using Cognos tools.
* Evaluated unit workflow to identify ways to work more efficiently.
* Tracked and resolved application maintenance issues and enhancements.
* Medical Coded by assigning numeric codes to define diagnostics, treatments, and procedures.
* Proficiency in Microsoft Office Suite, MS Project, Excel, and Visio.
* Designed, developed, and maintained MS Access databases, while ensuring data integrity and security.