

Nikolai Shchelkov

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SUMMARY

Principal Systems Analyst and BI / Data Analytics Leader with 12+ years of experience building end-to-end reporting ecosystems, CRM-connected analytics, executive dashboards, and applied ML solutions across U.S. and international organizations.

Strong hands-on background in Power BI, DAX, SQL, Python, OData/API integrations, ETL, data modeling, and stakeholder-facing analytics. Known for turning fragmented operational data into trusted decision-making tools.

Permanent resident: EB-1A (Extraordinary Ability). U.S. work authorized. No visa sponsorship required.

Portfolio website: <https://nikshchelkov.github.io/>

WORK EXPERIENCE

The Port Authority of New York & New Jersey

New York

Principal Systems Analyst

Aug 2026 - Present

- Analyze tolling transaction and roadside systems data across the Port Authority's 6 major bridges and tunnels, a network recording 121.5M eastbound vehicle crossings annually and generating approximately \$2.14B in annual toll revenue — ~29% of total Port Authority gross operating revenue; leverage Oracle SQL, Python, and Power BI to identify operational trends, anomalies, and performance drivers.
- Integrate, validate, manage, and analyze data from multiple tolling systems and transaction workflows; develop monthly management dashboards, executive reporting, and ad hoc analyses for the Tolling Group, Senior Leadership, and Executive Management supporting data-driven decisions across a 24/7 tolling operation.
- Translate complex operational data into clear management summaries, visual analytics, and actionable findings, supporting analysis of toll collection, E-ZPass and roadside system performance, transaction workflows, vendor performance, and back-office operations for internal and external stakeholders.

Selected Cross-Industry Analytics and BI Engagements

New York, New Mexico, Remote

BI & Analytics Solutions Lead

Aug 2023 - Aug 2026

- Transportation Infrastructure — The Port Authority of New York & New Jersey — Built Power BI dashboards and Python next-day call-volume forecasting to support staffing and service-level planning for NY/NJ metropolitan area tolling operations, including a vendor-operated contact center handling 20,000+ calls per day under a \$40M+ multi-year services contract; also developed Microsoft 365 workflow automation and executive data-storytelling presentations for meetings with TB&T senior leadership.
- Higher Education — Eastern New Mexico University — Built advancement team analytics from the ground up at a public university, implementing a Microsoft Dynamics 365 CRM-connected Power BI reporting ecosystem and predictive analytics across 54,000+ constituent records; established the first single source of truth for fundraising performance and delivered executive dashboards and reporting for senior leadership and the Board of Regents.
- Construction & Distribution — Developed 2 comprehensive, client-facing Power BI demo dashboards for a BI consulting firm: one focused on construction project and financial performance, and one on distribution, inventory, margin, and customer analytics; both were used by the firm's co-founder in meetings with large prospective clients and helped advance business-development discussions.
- Industrial Logistics — Large Forestry & Pulp-and-Paper Group — Designed an integrated Power BI data model and reporting framework for raw-material and finished-goods logistics across multiple manufacturing plants within a major vertically integrated industrial group processing approximately 5M m³ of timber and producing approximately 2M metric tons of finished products annually.

Freight One – one of Russia’s largest rail freight operators

Moscow, Russia

Lead Data Analyst, Customer Journeys

Sep 2020 - Aug 2023

- Directed business intelligence and customer journey analytics, focusing on top customer segments representing approximately 80% of revenue, and supported over 20 customer-experience initiatives achieving a team-driven impact of 300M RUB (~\$4M) in 2023.
- Developed and standardized Power BI dashboards, analytics toolkits, and customer pain-point reporting for 45 key account managers to enhance data-driven decision-making.
- Structured a CRM backlog of over 700 requirements in Jira to aid in implementation planning and product prioritization.

Gazpromneft-DS LLC – IT subsidiary of a top-tier Russian oil company

St. Petersburg, Russia

Project Portfolio Manager

Jul 2019 - Sep 2020

- Delivered comprehensive business continuity and IT portfolio analytics for critical logistics and upstream operations systems, encompassing requirements gathering, impact analysis, recovery workflows, incident-response scenarios, and quality review of consulting deliverables.
- Managed external consulting teams of 3-7 members and coordinated the successful delivery of 12 continuity plans across high-priority systems.

Business Lines – one of Russia’s largest transportation and logistics providers

St. Petersburg, Russia

Head of Business Process Analytics, Secretary to the Division’s Board

Nov 2015 - Jul 2019

- Managed analysts to deliver over 20 end-to-end process maps for key operations using BPMN and EPC standards.
- Developed portfolio prioritization and operational analytics tools, including a MILP optimization model and SQL-based performance reporting with more than 30 metrics.
- Created interactive dashboards and regression-based maintenance planning tools to enhance operational efficiency.

EDUCATION

Eastern New Mexico University

Portales, NM

Master of Business Administration, Business Administration

May 2026

California State University, Fullerton

Fullerton, CA

Master of Science, Information Systems

Jan 2025

St. Petersburg State University

Russia

Master of Science, Business Informatics

Jan 2022

St. Petersburg State University

Russia

Bachelor, Corporate Economics, Innovations Management

Jul 2012

CERTIFICATIONS

Microsoft Certified: Power BI Data Analyst Associate (PL-300), Microsoft

2026

Operations Research Specialization, National Taiwan University via Coursera

2026

Building AI Agents and Agentic Workflows Specialization, IBM via Coursera

2025

Google Data Analytics Professional Certificate, Google via Coursera

2024

Global Student Exchange Program (Remote), Tsinghua University, China

2019

SKILLS

Data Analysis • Data Visualization • Machine Learning • Agentic AI • Data Modeling • Business Intelligence • Power BI • Dax • Etl • Power Query • SQL • Oracle SQL • Python • Pandas • Scikit-Learn • PyTorch • Data Cleaning • OData • Api • CRM • Microsoft Dynamics 365 • Reporting • Forecasting • Feature Engineering • Model Evaluation • Roc Auc • Precision/Recall • A/B Testing • Scenario Analysis • LangChain • LangGraph • Power Automate • SharePoint • Excel • Financial Modeling • Portfolio Optimization • Process Analytics • Agile • Jira • Confluence • Asana