

JOLA TACIJ

Business Operations Specialist (BI)

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EXPERIENCE

Deployment Coordinator & Commercial Assistant

E.ON Drive Infrastructure (UK & Italy) ━ 06/2024 🗺 Remote

- Developed a Power BI dashboard with **geospatial mapping, semantic models, and Python scripting**. Enabled Location & Partner Managers to identify gaps, forecast deployment, and optimize resources.
- Managed **50+ deployment projects** using **Sitetracker**, ensuring accurate tracking, **cross-functional visibility**, and milestone delivery.
- Created an opportunity tracking dashboard in **Sitetracker**, monitoring projects from start to deployment. Enhanced pipeline visibility and decision-making for leaders.
- Compiled and verified Italian commercial contracts in **Sitetracker** to track payment dates, expiry dates, and calculated timeframes, ensuring accuracy of links, metadata, and financial splits.
- Supported **end-to-end grid connection applications** and approvals with both DNOs and internal governance teams.
- Oversaw **invoice and PO workflows** in **Business Central**, liaising with **Procurement and Finance** to resolve discrepancies.
- Facilitated alignment between **Engineering, Deployment, Procurement, and Finance**, improving **process transparency** and **execution flow**.

Project Coordinator (Business Intelligence & Reporting)

SWARCO UK Ltd. Smart Charging ━ 10/2022 - 07/2023 🗺 Remote

- Delivered **financial and asset reporting projects** across **Operations** and **Finance**, translating business goals into actionable **BI outputs**.
- Created **automated dashboards in Power BI and Power Query**, driving visibility on KPIs, timelines, risks, and cost analysis.
- Collaborated with stakeholders to define project **milestones, reporting cadences**, and delivery timelines.
- Provided **senior management** with actionable insights by validating and analyzing **financial data**, driving **leadership decisions**.
- Enabled structured project reporting, aligning business intelligence with **resource planning, performance, and operational goals**.
- Played a key role in **cross-functional planning and review**, coordinating between teams for project delivery alignment.

Network Support / Data Coordinator

SWARCO UK Ltd. Smart Charging ━ 03/2020 - 10/2022 🗺 Remote

- Increased departmental efficiency by {25%} by supporting the establishment of the EV Investment Department and PoGo Brand strategy.
- Conducted **site evaluations for EV charger deployment**, assessing **feasibility** and **investment potential**.
- Presented **data-driven insights** to the **Board**, guiding **investment analysis** and strategic decisions.
- Managed **project documentation**, ensuring **compliance, accessibility**, and **efficiency**.
- Automated **data extraction**, significantly reducing manual tasks and improving efficiency.
- Designed **training programs** for operational staff, ensuring effective adoption of new tools.

Project Coordinator & Virtual Assistant

Virtual Jola ━ 01/2018 - 03/2020 🗺 London

- Provided **project coordination** and **executive support** to CEOs and small businesses.
- Designed **custom workflows** and **process improvements**, enhancing efficiency.
- Managed **executive schedules**, supported meetings, and **travel arrangements**.
- Oversaw **REG tracking** and compliance, meeting **project milestones**.
- Recorded and distributed **meeting minutes**, tracking **action items**.
- Liaised with **stakeholders**, streamlining **communication** and **project execution**.

SUMMARY

AgilePM®-certified Project and Business Analyst with 5+ years of experience in energy infrastructure and tech-driven environments. Skilled in cross-functional coordination, workflow optimization, and data analysis using Sitetracker, Power BI, SQL, and Business Central. Actively seeking a remote role to apply a broad technical and strategic skill set, including recent work in Generative AI.

KEY ACHIEVEMENTS

Department Workflow Optimization

Designed a structured file and data system, **improving access, compliance, and collaboration** across teams.

SKILLS

Project & Operations:

Project Coordination | Stakeholder Engagement | Process Optimization | AgilePM | Planning & Scheduling | Communication | AgilePM Methodologies (Certified) | Generative AI Project Involvement

SKILLS

Data & Technology:

Power BI | Sitetracker | Business Central | Databricks | SharePoint | Power Query | Excel | MySQL | DAX | Microsoft 365 | Tableau | Power Automate | ETL | Python

CERTIFICATION

AgilePM® v3 Foundation

APMG International, 2025 – *Practitioner exam preparation underway*

PL-300 PowerBI Data Analyst Associate

Microsoft Certified in 2022

EDUCATION

Diploma in Business and Service Industry Management

WSHiG

━ 09/2000 - 05/2003 🗺 Poznań, Poland

STRENGTHS

Collaborative & IT-Savvy

Strong ability to connect technical and non-technical teams, **ensuring smooth communication and execution**. Known for being **approachable, detail-oriented, and adaptable**—helping teams deliver outcomes with clarity and efficiency.