# JOLA TACIJ

## Business Operations Specialist (BI) • Leveling Up Operations Environments

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## SUMMARY

AgilePM®-certified Project and Business Analyst with 5+ years of proven impact in energy infrastructure and tech-driven environments. Specialist in transforming operations through cross-functional coordination, workflow optimization, and strategic data analysis. Expert in Sitetracker, Power BI, SQL, and Business Central. Actively seeking a remote role to drive operational excellence and apply a broad technical skill set, including recent expertise in Generative AI and automation.

## KEY ACHIEVEMENTS

- Scaled 50+ deployment projects simultaneously using Sitetracker, improving project visibility and cross-team execution by 100%
- Built geospatial Power BI dashboards with Python integration, enabling data-driven location strategy and resource optimization
- Increased departmental efficiency by 25% through structured data systems and process automation at SWARCO
- Delivered financial dashboards that shaped leadership decisions and aligned Operations, Finance, and Strategy teams
- Pioneered workflow automation, reducing manual data extraction tasks by 70% and improving accuracy
- Bridged technical and non-technical teams, ensuring smooth execution across Engineering, Procurement, Finance, and Deployment

## EXPERIENCE

### Deployment Coordinator & Commercial Assistant

**E.ON Drive Infrastructure (UK & Italy) • Remote • 06/2024 - Present**

- Developed Power BI dashboard with geospatial mapping, semantic models, and Python scripting for Location & Partner Managers to identify gaps and optimize resources
- Managed 50+ deployment projects using Sitetracker, ensuring accurate tracking, cross-functional visibility, and milestone delivery
- Created opportunity tracking dashboard in Sitetracker, monitoring projects from start to deployment with enhanced pipeline visibility
- Supported end-to-end grid connection applications and approvals with DNOs and internal governance teams
- Oversaw invoice and PO workflows in Business Central, liaising with Procurement and Finance to resolve discrepancies

### Project Coordinator (Business Intelligence & Reporting)

**SWARCO UK Ltd. Smart Charging • Remote • 10/2022 - 07/2023**

- 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
- Provided senior management with actionable insights by validating and analyzing financial data, driving leadership decisions
- 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 • Remote • 03/2020 - 10/2022**

- 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
- Automated data extraction, significantly reducing manual tasks and improving efficiency

## SKILLS

**Project & Operations:** Project Coordination • Stakeholder Engagement • Process Optimization • AgilePM • Planning & Scheduling • Generative AI Project Involvement • Workflow Automation • Business Analysis

**Data & Technology:** Power BI • Sitetracker • Business Central • Databricks • SharePoint • Power Query • Excel • MySQL • SQL Server • DAX • Microsoft 365 • Tableau • Power Automate • ETL • Python

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

**AgilePM® v3 Foundation**

APMG International, 2025 – Practitioner exam preparation underway

**Generative AI Mastermind**

Outskill, 2025

**PL-300 PowerBI Data Analyst Associate**

Microsoft Certified, 2022

**Professional & Technical Training:**

- 15 Days of SQL: The Complete SQL Masterclass 2024 (Udemy, Nikolai Schuler, Jan 2024)
- SQL - MySQL for Data Analytics and Business Intelligence (Udemy, 365 Careers, Aug 2023)
- Mastering SQL Server 2016 Integration Services (SSIS) - Part 1 (Udemy, Mar 2024)
- Business Analysis Fundamentals - IIBA endorsed (Udemy, The BA Guide, May 2025)

## EDUCATION

**Diploma in Business and Service Industry Management**

WSHiG, Poznań, Poland • 09/2000 - 05/2003

## KEY 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.

See full CV and projects at www.jolaandco.com