JOLA TACIJ

Business Operations Specialist (BI)

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PROFESSIONAL SUMMARY

AgilePM®-certified Project and Business Analyst with 20+ years of progressive experience in business operations and project coordination, including 5+ years in energy infrastructure and tech-driven environments. Expert in cross-functional coordination, workflow optimization, and strategic data analysis using Sitetracker, Power BI, SQL, and Business Central. Proven track record of implementing systems that improve efficiency, visibility, and decision-making. Actively seeking remote opportunities to apply technical expertise and strategic insight, including recent work in Generative AI.

EXPERIENCE

Deployment Coordinator & Commercial Assistant

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

- Managed 50+ concurrent deployment projects using Sitetracker, ensuring accurate tracking, cross-functional visibility, and on-time milestone delivery across Engineering, Deployment, Procurement, and Finance teams.
- Compiled and verified Italian commercial contracts in Sitetracker, tracking payment dates, expiry dates, and financial splits to ensure data accuracy and compliance.
- Supported end-to-end grid connection applications and approvals, coordinating between DNOs and internal governance teams to streamline the approval process.
- Oversaw invoice and PO workflows in Business Central, resolving discrepancies and improving process transparency across Procurement and Finance.
- Designed a geospatial mapping solution using Databricks and Power BI, creating semantic models to clean datasets, identify gaps, and enable dynamic regional filtering and performance scoring.

Project Coordinator (Business Intelligence & Reporting)

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

- Delivered financial and asset reporting projects for Operations and Finance leadership, translating business requirements into automated BI solutions.
- Built Power BI dashboards and Power Query workflows that provided real-time visibility into KPIs, project timelines, risks, and cost drivers.
- Defined project milestones, reporting cadences, and delivery timelines with stakeholders, ensuring alignment across teams.
- Validated and analyzed financial data, surfacing actionable insights that directly informed leadership decisions on resource allocation and strategic priorities.
- Coordinated cross-functional planning and review cycles, aligning business intelligence outputs with operational and financial goals.

Network Support / Data Coordinator

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

- Supported the establishment of the EV Investment Department, building back-office infrastructure from the ground up and establishing foundational processes and systems.
- Conducted site evaluations for EV charger deployment, assessing technical feasibility, market viability, and investment potential across regions.
- Presented data-driven investment analysis to the Board, informing strategic decisions on market entry and resource allocation.
- Managed project documentation and compliance tracking, ensuring accessibility and operational efficiency across the department.
- Automated manual data extraction and reporting processes, reducing administrative overhead and improving data accuracy.
- Designed and delivered training programs for operational staff, ensuring effective adoption of new tools and systems.

Project Coordinator & Virtual Assistant

Virtual Jola • London • 01/2018 - 03/2020

- Provided project coordination and executive support to CEOs and small business owners, managing complex workflows and stakeholder communications.
- Designed custom workflows and process improvements tailored to client needs, enhancing operational efficiency and clarity.
- Managed executive schedules, coordinated meetings, and arranged travel, ensuring seamless day-to-day operations.
- Tracked compliance requirements and project milestones, maintaining accuracy and accountability across multiple concurrent engagements.
- Recorded meeting minutes, distributed action items, and liaised with stakeholders to streamline project execution and communication.

KEY ACHIEVEMENTS

- Designed and implemented structured file and data systems that improved team access, compliance, and cross-department collaboration.
- Built geospatial Power BI dashboards with Databricks integration, enabling data-driven location strategy and resource optimization.
- Established foundational operational processes for new departments, ensuring scalable systems from day one.
- Automated repetitive data workflows, significantly reducing manual effort and improving reporting accuracy.
- Coordinated 50+ concurrent projects with 100% on-time delivery and cross-team alignment.

TECHNICAL SKILLS

Business Intelligence & Data: Power BI • Sitetracker • Business Central • Databricks • SQL (MySQL, SQL Server) • Power Query • DAX • Python • ETL • Tableau • Power Automate

Operations & Management: Project Coordination • Stakeholder Engagement • Process Optimization • Workflow Design • AgilePM (Certified) • Planning & Scheduling • Cross-functional Leadership • Documentation & Compliance • Generative AI Project Involvement

Tools & Platforms: SharePoint • Microsoft 365 • Excel • Slack • Microsoft Teams • Google Workspace • Google Drive

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)
- SQL - MySQL for Data Analytics and Business Intelligence (Udemy, 365 Careers)
- Mastering SQL Server 2016 Integration Services SSIS - Part 1 (Udemy, Kameswara Sarma Uppuluri)
- Business Analysis Fundamentals - IIBA Endorsed (Udemy, The BA Guide)
- Generative AI Mastermind (Outskill, 2025)

EDUCATION

Diploma in Business and Service Industry Management

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

CORE STRENGTHS

Collaborative & IT-Savvy

Strong ability to bridge technical and non-technical teams, ensuring clear communication and smooth execution. Known for being approachable, detail-oriented, and adaptable—helping organizations deliver outcomes with clarity and efficiency. Passionate about solving complex operational problems and building systems that scale.

See full CV and projects at www.jolaandco.com