

JOLA TACIJ

Business Analyst • Agile Delivery | Requirements & Traceability • BPMN • UML • Jira • Confluence • Power BI • SQL • Python (pandas)

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PROFESSIONAL SUMMARY

Business Analyst and AgilePM® Practitioner. Six years in energy and EV infrastructure across 8+ European markets, in operations and BI roles where I ran the requirements sessions, mapped the processes and built the reporting behind them — the business analysis, whatever the job title said. Over the last two years I have formalised that practice deliberately: AgilePM® Practitioner, BPMN 2.0 and UML, and a full case study specified end to end (Transition Monitor) so the artifacts can be read rather than taken on trust. I gather and reconcile requirements across teams and markets, map processes in BPMN 2.0, model system behaviour in UML, and write requirements that trace to a design, a backlog story and a test — then run them through Jira and Confluence to delivery. Because I also build the reporting (advanced SQL, DAX, Power Query, star-schema modelling on Azure Databricks), I specify solutions that can actually be built rather than ones that sound good in a workshop. Extending that hands-on side into Python (pandas) with daily practice. I consistently train colleagues and stakeholders, up to C-level (CFO), on what I deliver. Currently consulting independently through Jola & Co. Native Polish, fluent English; available remotely on a B2B basis in the CET timezone.

KEY STRENGTHS

- **Requirements & traceability:** Gather and reconcile conflicting requirements across teams and markets; numbered business, functional and non-functional requirements traceable to a design, a backlog story and a test.
- **Agile delivery — AgilePM® Practitioner:** The Business Analyst is a defined role in the AgilePM/DSDM team model, bridging business and technical interests. Epics and stories in Jira, documentation and decision logs in Confluence, delivery across multi-country programmes.
- **Process & systems analysis:** AS-IS / TO-BE process design in BPMN 2.0 and system behaviour in UML, modelled in Enterprise Architect — so a process map becomes a specification a team can build from.
- **Data analysis & manipulation:** Advanced SQL, DAX and Power Query (M) — cleaning, reshaping, joining and aggregating multi-source data until it answers the question that was actually asked. I specify and then deliver: requirements written by someone who will have to implement them.
- **Python for data analysis — in active development:** Daily practice in pandas — DataFrames, filtering, groupby, merges, cleaning and reshaping — transferring the analytical logic I already use in SQL and DAX into Python.
- **BI, data modelling & quality:** Power BI dashboards and semantic models; dimensional / star-schema modelling (Kimball) on Azure Databricks, with automated integrity checks built in so the numbers hold up.
- **Stakeholder & executive communication:** Run requirements sessions across 8+ countries; present to directors, technical PMs and CFOs, and translate freely in both directions.
- **Enablement, automation & delivery:** I up-skill others on my work, with documentation that drives adoption; automate reporting with Power Automate and Make; build end-to-end, remotely and independently.

EXPERIENCE

Founder — Business Analysis & BI Consultant | Jola & Co • Remote (B2B) • Sep 2024 – Present

- Independent business intelligence and data consultancy (jolaandco.com) — Power BI dashboards, SQL data solutions, data modelling and process automation for clients on a B2B basis. Founded and run alongside my employment at E.ON Drive Infrastructure until April 2026; full-time since.
- Specified and delivered Transition Monitor, a full business-analysis showcase: a BRD of 20 business requirements traced through 43 functional requirements into a five-epic, 14-story Jira backlog, AS-IS and TO-BE process models in BPMN 2.0, a governed star schema in UML, requirement-traced wireframes and a maintained decision log — target, a 15-working-day manual process reduced to under one with the human review gate kept. jolaandco.com/transition-monitor
- Build automations that remove manual busywork — lead alerts, self-updating reports and workflows connecting CRMs, spreadsheets and tools (Make, Power Automate).
- Designed and built my own analytics portfolio and React website (VS Code, Git); work in an AI-augmented way across analysis, automation and delivery.

Tech: SQL • Power BI • DAX • Power Query (M) • star-schema modelling • BPMN 2.0 • UML • Enterprise Architect • Jira • Confluence • Make • Power Automate • React • Git

Business Development Coordinator — Requirements, BI & Strategy | E.ON Drive Infrastructure (Central Team) • Remote • Dec 2025 – Apr 2026

- Specified and rebuilt a 10-country data model (SQL transformation layer on Azure Databricks, star-schema, DAX) with automated data-integrity checks, and deployed live Power BI reporting for senior leadership.
- Elicited and reconciled requirements across 8+ countries, turning conflicting stakeholder needs into agreed KPI definitions, scoring logic and reporting standards.
- Partnered with and up-skilled the data engineer and a Master's-thesis student on the eSite analytics platform, and trained country Location Managers on using the reporting.
- Trained leadership — department director, technical PM and CFO — to use the model for financial forecasting, and authored clear end-user guides.

Tech: Power BI • DAX • Power Query (M) • SQL • Azure Databricks

Commercial Assistant — Business Operations & BI | E.ON Drive Infrastructure (Italian Team) • Remote • May 2025 – Dec 2025

- Built geospatial Power BI models scoring 890+ sites (VS Code + Databricks), integrating Procurement, Finance and project data to inform location strategy.
- Investigated and resolved multi-source integrity issues, then delivered variance (plan vs actual) dashboards; documented the calculation rules and ran regular data-validation checks against them.
- Trained senior management on the geospatial report — how to read it and act on it.

Tech: Power BI · DAX · SQL · Azure Databricks · VS Code · Business Central

Deployment Coordinator — Process Analysis & Enterprise Operations | E.ON Drive Infrastructure (UK Team) · Remote · Jun 2024 – May 2025

- Tracked and reported on 50+ concurrent projects across Engineering, Procurement, Finance and Commercial — reconciling four functions' definitions of status into one set of KPIs in Sitetracker.
- Mapped AS-IS processes across four functions, identified improvement and automation opportunities, and documented them as agreed process definitions for stakeholders.
- Coordinated statutory grid-connection (DNO) applications with governance teams — full audit trail, never missing a deadline.

Tech: Sitetracker · SharePoint · Power BI · Business Central

Career break — family commitments | Jul 2023 – May 2024

Project Coordinator — Requirements & BI Reporting (sole BI owner) | SWARCO Smart Charging · Remote · Oct 2022 – Jun 2023

- Sole BI owner: SQL extraction, data modelling, DAX and Power BI dashboards used in weekly leadership reviews; Power Query (M) workflows and metric-definition documentation.
- Gathered Operations and Finance requirements and specified them into automated dashboards (KPIs, timelines, risk indicators, cost drivers) — the only person covering both the analysis and the build.
- Trained stakeholders on the Power BI reports — usage and ongoing adoption across non-technical teams.

Tech: Power BI · MS SQL · Power Query (M) · DAX · Excel

Network Support / Data Coordinator | SWARCO Smart Charging · Remote · Mar 2020 – Oct 2022

- Co-built a department's reporting infrastructure from zero — SQL pipelines and analytical models.
- Extracted, cleaned and structured data from multiple sources into analysis-ready datasets.
- Presented data-driven analysis to the Board and automated recurring reporting.

Tech: SQL · Excel · Power BI · reporting automation

SELECTED PROJECTS

- **Business analysis:** Transition Monitor — redesigned a manual 15-working-day country-scorecard process into a governed, auditable one. AS-IS and TO-BE BPMN 2.0 collaboration models with exception paths, a star-schema data model in UML, requirement-traced wireframes, a BRD and FRD carrying 20 business requirements through 43 functional requirements to a five-epic, 14-story backlog, and a decision log recording what was chosen and why. The scoring methodology documents the decisions that stop an index misleading — insufficient-data status rather than a low score, shares recomputed from TWh, outliers capped before normalising. Portfolio project; the client is fictional, the method is not. jolaandco.com/transition-monitor
- **Forecasting:** 10-country forecast model (2024–2040) — scenario-switching with automated data-integrity checks and documentation, used by leadership for financial forecasting.
- **Intelligence:** Competitor-intelligence dashboard integrating session KPIs, national traffic data and competitor locations into a composite scoring model.
- **Web & analytics:** Live Power BI platform on a Databricks star schema (2,175 sites), plus my own React portfolio site — jolaandco.com/portfolio.

TECHNICAL SKILLS

Business analysis: requirements gathering & traceability · BPMN 2.0 · UML · Enterprise Architect · AS-IS / TO-BE design · acceptance criteria

Agile delivery: AgilePM® v3 Practitioner · Jira · Confluence · epics & user stories · sprint planning · decision logs · multi-country delivery

Data & reporting: advanced SQL / T-SQL (SQL Server, MySQL) · DAX · Power Query (M) · Power BI Service · Excel · data cleaning & validation

Data modelling & cloud: dimensional / star-schema (Kimball) · data warehouse · ETL/ELT · Azure Databricks

Tools & automation: Microsoft 365 · Sitetracker · SharePoint · Power Automate · Make · Git (basics) · VS Code · AI-augmented workflows

Python — in active development: pandas — DataFrames, filtering, groupby, merge / join, cleaning and reshaping · daily hands-on practice

Also extending: Microsoft Fabric (DP-600) · statistics

Languages: Polish (native) · English (C1) · Italian (A2)

CERTIFICATIONS & EDUCATION

Certifications: AgilePM® v3 Foundation & Practitioner — APMG (2025) · BPMN 2.0 for Business Analysts — Udemy (2026) · UML: Complete Guide with Real-Life Examples — Udemy (2026) · Generative AI Mastermind — Outskill (2025) · Microsoft Certified: Power BI Data Analyst Associate (PL-300) — 2023–2024 · SQL Masterclass, SQL for Data Analytics & BI, SSIS — Udemy

Education: Bachelor's Degree, Tourism Services — WSHiG, Poznań, Poland (2000–2003) · coursework incl. business & economics, finance / accounting, statistics & data analysis, and service management