

# JACOB LAUNDERS

Operations Analyst

## DETAILS

### PHONE

07948502881

### EMAIL

jake@launders.uk

## LINKS

[Linkedin](#)

## SKILLS

Data Analysis

Microsoft Excel

Power Bi

Microsoft Fabric

SQL

Python

Salesforce

Tableau

Billing Processes

Risk Analysis

## PROFILE

Dedicated Operations Analyst with extensive experience in data and billing analysis, particularly within the energy sector. Skilled in identifying process inefficiencies, implementing improvements, and leveraging technical expertise in tools such as Excel, Power BI, and Microsoft Fabric. Proven ability to deliver cost-saving recommendations, ensure compliance, and enhance operational workflows. Recognised for strong problem-solving, adaptability, and leadership skills. Eager to continue driving impactful changes in dynamic and collaborative environments.

## EMPLOYMENT HISTORY

Operations Analyst, YÜ Energy

Nottingham

Oct 2024 — Present

- Drive operational efficiency through analysis and optimisation of workflows in the energy sector, focusing on improving utility billing processes.
- Leverage Power BI to create comprehensive reports and dynamic dashboards, providing key insights into operational performance and enabling data-driven decision-making.
- Collaborate with internal teams to resolve operational challenges and streamline data handling systems, ensuring timely and accurate reporting across departments.
- Develop and maintain performance tracking tools, ensuring accurate, up-to-date metrics for senior management and stakeholders.

Billing Analyst, YÜ Energy

Nottingham

Jul 2023 — Sep 2024

- Managed billing for gas, electricity, and water customers, including high-profile UK brands, with expertise in all types of billing, ranging from NHH to flex and passthrough.
- Analysed consumption data to identify discrepancies and implement billing optimizations for I&C and SME clients.
- Collaborated with cross-functional teams to resolve billing issues and streamline workflows, enhancing efficiency across multiple client categories.

Energy Efficiency



Data Import/Export



Regulatory Compliance



Microsoft Access



Communication Skills



Leadership



Time Management



Team Working



File Transfer Protocol (FTP)



Adaptability



## LANGUAGES



English

- Ensured compliance with industry regulations and company policies, maintaining accuracy and mitigating risks.

### EPC Data Specialist, Self Employed

Apr 2022 — Jun 2023

- Delivered EPCs with clear energy ratings (A–G) and actionable efficiency recommendations for residential and commercial properties.
- Produced BRUKL reports to ensure Part L compliance, optimizing energy performance in non-residential buildings.
- Conducted energy modelling using SBEM to evaluate building fabric, HVAC, and lighting systems.
- Collaborated with stakeholders to align designs with sustainability and regulatory goals.
- Presented energy performance findings to clients, simplifying complex data into practical insights.
- Stayed updated on UK Building Regulations and identified opportunities for renewable energy integration.

### Team Leader, Co-op Food

Nottingham

Jun 2019 — Mar 2022

- Led and motivated a team of 25 employees, ensuring optimal customer service and efficient store operations.
- Managed daily store operations, including inventory control, merchandising, and cash handling procedures.
- Collaborated with management to achieve sales targets, consistently exceeding monthly revenue goals.
- Resolved customer issues promptly and professionally, maintaining a high level of customer satisfaction and loyalty.

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## EDUCATION

BTEC Level 3, Confetti College of Creative Technologies

Nottingham

Sep 2015 — Jun 2017

5 A-C GCSE Including English & Maths, The Fernwood School

Nottingham

Sep 2010 — Jul 2015