

Klaudia Urbanowska

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ABOUT ME

I'm a highly motivated and results-oriented professional with a passion for building strong relationships. I have analytical skills and I am able to translate business needs into clear, actionable solutions. I am delivering training sessions that maximize user adoption of technology. I am committed to continuous learning and actively pursuing deeper knowledge in business analysis to align with my career goals.

KEY COMPETENCIES

Modeling BPMN/UML diagrams	Google Workspace Administration
Ability to write basic queries in SQL	Scripting & Automation in AppsScript (Basic)
Analysis, and evaluation of business requirements	Proficient in Google Sheets (nested functions, pivot tables)
Delivering workshops and training sessions	Familiarity with GCP services
Problem-solving and critical thinking	Native Polish speaker with proficiency in English
Strong communication and interpersonal skills	

PROFESSIONAL EXPERIENCE

FOTC

May 2023 - Present

IT Consultant | Pre-sales | Google Workspace Trainer

- Design and conduct workshops for users and stakeholders.
- Elicit business requirements through discovery calls with stakeholders.
- Actively participate in the sales process as a presales consultant.
- Proactively track product advancements and lifecycle stages.
- Provide expert consulting on best practices for using Google Workspace tools to enhance collaboration, communication, and productivity.
- Oversee data migration, user onboarding, and integration with existing systems.
- Develop and deliver comprehensive reports, conducting in-depth analysis and spreadsheet-based analytics.

FOTC

Aug 2021 - April 2023

Customer Success Specialist

- Build strong, long-lasting relationships with customers and deal with their contract renewals.
- Provide personalized support and guidance to maximize their value and achieve their goals.
- Help customers to take full advantage of functionalities and expand the range of services they use.

Santander Bank Polska SA

Jan 2019 - Jul 2021

Business Account Manager / Account Manager

- Manage B2B and B2C relationships and selling financial products and services.
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EDUCATION AND CERTIFICATIONS

WSB Merito University in Warsaw

Business Analyst postgraduate studies (*present*)

The University of Wroclaw

Master of Laws

Cloud Digital Leader

Google | 12/2022 - 12/2025

Professional Google Workspace Administrator

Google | 07/2023 - 07/2025