

Klaudia Urbanowska

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ABOUT ME

I'm Klaudia, a dedicated IT professional with a passion for helping businesses harness the power of technology with a strong background in IT consulting, training and business analysis. I specialise in designing as well as delivering tailored workshops that empower users to effectively leverage Google Workspace tools. I'm committed to providing exceptional customer support and building lasting relationships that drive success.

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 clients.
- Actively participate in the sales process as a pre-sales consultant.
- Proactively track product advancements and lifecycle stages.
- Provide expert consulting on best practices for using Google Workspace and Gemini 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 personalised support and guidance to maximise 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