

# Klaudia Urbanowska

klaudia.urbanowska@wp.pl · [Linkedin](#) · [Digital Dossier](#)

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## ABOUT ME

I'm Klaudia, an IT professional with a strong foundation in IT consulting, training, and business analysis, dedicated to helping businesses optimize processes and leverage technology effectively. I have experience working with SQL and BI Tools to transform and visualize data, providing actionable insights that support decision-making. I specialize in designing and delivering tailored workshops, empowering teams to adopt innovative solutions and explore AI-driven opportunities.

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## KEY COMPETENCIES

Proficient in SQL for data querying	Experience with BPMN/UML diagrams
Skilled in using Google Looker Studio	Experience in developing and delivering tailored training programs
Strong understanding of cloud computing platforms	Ability to provide expert consulting on technology
Advanced proficiency in spreadsheet functions	Strong communication skills
Strong communication and interpersonal skills	Native Polish speaker with fluency in English
Expertise in scripting and automation with Google Apps Script	

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## PROFESSIONAL EXPERIENCE

### FOTC

May 2023 - Present

#### Business Intelligence and Cloud Solutions Consultant

- Design and conduct workshops for on Google Cloud products, including Google Workspace, Google Sheets, Gemini, and Workspace administration, empowering teams to adopt AI-driven solutions.
- Elicit business requirements through discovery calls and tailoring solutions to meet client needs.
- Actively engage in the sales process as a pre-sales consultant, showcasing product value and solutions.
- Expertise in data organization, cleanup, and transformation to ensure accurate, structured, and reliable data for analysis.
- Daily use of BI tools for data visualization and reporting, leveraging SQL to transform and query data, enabling stakeholders to make informed, data-driven decisions.

### 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

### Associate Google Workspace Administrator

Google | 07/2023 - 07/2025