

Klaudia Urbanowska

klaudia.urbanowska@wp.pl · +48 574 684 680 · [Linkedin](#) · [Digital Dossier](#)

ABOUT ME

I'm a dedicated IT professional focused on helping businesses utilize technology effectively. With a background in law and a deep interest in cloud technologies and business analysis, I bring a unique perspective to bridging the gap between tech and business goals.

KEY COMPETENCIES

- Process Modeling in **BPMN** (using draw.io, Lucidchart)
 - **UML Diagram Modeling** (including Use Cases, Activities, Sequences, and State Machines)
 - **SQL** for querying, managing, and analyzing databases
 - Creating reports using **BI Reporting Tools** (such as Power BI and Looker Studio)
 - **Functional and Non-Functional Requirements** gathering and documentation
 - Creating **Application Mockups**
 - Defining **Acceptance Criteria** and writing **User Stories**
 - **Designing and conducting training and workshops** for users and administrators
 - Native **Polish speaker** with proficiency in **English**
-

PROFESSIONAL EXPERIENCE

FOTC

May 2023 - Present

IT Consultant | Business Analyst

- Streamline business processes by mapping workflows using BPMN, identifying inefficiencies, and implementing solutions that enhance productivity.
- Work closely with stakeholders to gather, analyze, and document detailed business requirements.
- Design and document tailored solutions to improve business processes, integrating both functional and technical requirements.
- Oversee system implementations, deliver user training, and provide post-implementation support to ensure effective system use and continuous improvement.
- Contribute to the sales process as a pre-sales consultant, offering insights and technical expertise.
- Drive business intelligence projects, from data modeling to creating interactive reports and dashboards, supporting data-driven decision-making across the organization.

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.
-

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 | 11/2024 - 11/2027