
KATARZYNA STADTMÜLLER

US Risk & Healthcare Service Delivery Specialist

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🏠 Ul. Halszki 9/95
30 – 611 Kraków

EXPERIENCE

US Risk & Healthcare Service Delivery Specialist - AON Kraków

JANUARY 2021 – PRESENT

- Cooperating closely with the team coordinator as well as the team to make sure all SLAs are met
- Organization and management of the knowledge base, ensuring all process updates are cascaded and well understood by the team
- Participating actively in problem solving, managing queries, and ensuring their timely resolution
- Suggesting and implementing changes to tools and documentations needed to support effective service delivery

US Risk & Healthcare Administrator Core - AON Kraków

FEBRUARY 2020 – DECEMBER 2021

- Conducting process and product trainings.
- Providing Quality check and Peer Reviews
- Working on process improvements and new solutions

US Risk & Healthcare Administrator - AON Kraków

JANUARY 2019 – JANUARY 2020

- Supporting the RFP process from administrative standpoint
- Analyzing and interpreting data
- Communication with external vendors, U.S. Managers and team members

Member of the department of Logistics - 4th Interdisciplinary Conference: Health and Mental Resilience

JUNE 2018 – SEPTEMBER 2018

- Event planning and organization of the conference
- Translating conference materials
- Conference guest service

EDUCATION

Master of Applied Psychology

SEPTEMBER 2013 – OCTOBER 2019

The Faculty of Management and Social Communication of The Jagiellonian University of Cracow

SKILLS

- Advanced knowledge of broking processes, procedures, and tools
- Excellent communication skills
- Advanced knowledge of Microsoft Office including Excel and PowerPoint
- English: C2 (proficient)
- Ability to work under pressure and in changing environment
- Creativity, enthusiasm, and motivation to learn

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