

Marta Delos Santos

Process Improvement Analyst

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📍 Warsaw, Poland

Profile

I'm dependable candidate successful at managing multiple priorities with a positive attitude as well as detail-oriented team player with strong organizational skills. Able to handle multiple projects simultaneously with a high degree of accuracy. Love to learn new things that keep me moving.

Professional Experience

Leadenhall Insurance S.A.

Process Improvement Analyst

04/2023 – present
Warsaw, Poland

- Evaluating current processes to develop improvement plans.
- Producing detailed and relevant reports for use in making business decisions.
- Developing process improvement initiatives and analyzing problems to create corrective action strategy.

Senior Billing Specialist

08/2019 – 03/2023
Warsaw, Poland

- Generated monthly invoices for brokers.
- Checked and prepared bank transfers for sales invoices.
- Identified, researched, and resolved billing variances to maintain system accuracy and currency.
- Reviewed and reconciled customer accounts to manage accuracy of payments.

Finance department Assistant

04/2018 – 07/2019
Warsaw, Poland

- Organized budget documentation and tracked expenses to maintain tight business controls.
- Handled day-to-day accounting processes to drive financial accuracy.
- Streamlined daily reporting information entry for efficient record keeping purposes.
- Identified, researched, and resolved billing variances to maintain system accuracy and currency.

iFree sp. z o.o.

03/2017 – 04/2018

Office Manager

Warsaw, Poland

- Updated reports, managed accounts, and generated reports for company database.
- Handled bank transfers to the clients and PayPal payments.

- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Developed and maintained successful relationships with vendors, suppliers and contractors.
- Coordinated special projects and managed schedules.
- Improved safety procedures to promote employee well-being and safety and protect company from potential liability.

ICENTIS CAPITAL sp. z o.o.

08/2016 – 02/2017

Administrative and Accounting Specialist

Warsaw, Poland

- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Coordinated special projects and managed schedules.
- Scheduled office meetings and client appointments for staff teams.
- Developed and updated spreadsheets and databases to track, analyze, and report on performance and sales data.
- Assisted coworkers and staff members with special tasks on daily basis.

Telepolska Sp. z o.o.

11/2014 – 07/2016

Assistant General Manager

Warsaw, Poland

- Motivated, trained, and disciplined employees to maximize performance.
- Managed budget implementations, employee reviews, training, schedules, and contract negotiations.
- Collaborated with other departments to establish productive and timely completion of projects.
- Reported issues to higher management with great detail.
- Implemented business strategies, increasing revenue and effectively targeting new markets.

BZ WBK TFI S.A. ☑

Real Estate Fund Assistant

06/2013 – 08/2014

Warsaw, Poland

- Maintained detailed financial records of accounts receivable and payable status and bank reconciliations.
- Assisted with monthly and quarterly income statements, balance sheets and cash flow reports to inform decision-makers.
- Managed filing system, entered data and completed other clerical tasks.
- Assisted coworkers and staff members with special tasks on daily basis.
- Supported company leaders by managing budgets, scheduling appointments and organizing itinerary.

Receptionist

03/2011 – 05/2013

Warsaw, Poland

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Answered phone promptly and directed incoming calls to correct offices.
- Managed multiple tasks and met time-sensitive deadlines.
- Provided clerical support to company employees by copying, faxing, and filing documents.
- Handled assignments independently with good judgement and critical thinking skills.

Education

English Language And Literature
Vistula University

2021 – 2022 | Warsaw, Poland

Bachelor of Science in Logistics
University of Social Sciences

2010 – 2013 | Warsaw, Poland

Courses

Computer Programming 
SheCodes

10/2022 – 06/2023

Workshop aimed to gain knowledge in product development, product design and product management (HTML, CSS, JavaScript, React, API, UX, UI)

Certificates

AgilePM® Foundation 

Languages

English (fluent) • **Polish** (native)

Skills

Project Management



Critical Thinking



Time Management



UI/UX Design



Web Design



Organizational Skills



Projects

Portfolio 

2023

Portfolio I've created while finishing my coding workshops with SheCodes.