

Marta Delos Santos

Process Improvement Analyst

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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

Process Improvement Analyst

04.2023 – present


Leadenhall Insurance S.A. 

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.

Billing Specialist

08.2019 – 03.2023


Leadenhall Insurance S.A. 

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

Leadenhall Insurance S.A. 

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.

Office Manager

03.2017 – 04.2018

iFree sp. z o.o.

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.

Administrative and Accounting Specialist

ICENTIS CAPITAL sp. z o.o.

08.2016 – 02.2017
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.

Assistant General Manager

Telepolska Sp. z o.o.

11.2014 – 07.2016
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.

Real Estate Fund Assistant

BZ WBK TFI S.A. 

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

BZ WBK TFI S.A.

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

Certificates

- AgilePM® Foundation [↗](#)
- Front-end Developer [↗](#)
- Mastering TypeScript - 2023 Edition [↗](#)

Languages

English
fluent

Polish
native

Skills

JavaScript

TypeScript

Responsive Websites

React

UI/UX Design

Web Design

Project Management

Critical Thinking

Time Management

HTML/CSS

Projects

Portfolio [↗](#)

2023

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

Courses & trainings

Mastering TypeScript

08.2023 – 09.2023

Udemy

Webpack & React classes included in the course.

Computer Programming [↗](#)

10.2022 – 06.2023

SheCodes

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

Agile Project Management Foundation

12.2022 – 12.2022

Altkom Akademia S.A.

With certificate issued by APMG International

Design thinking in business

10.2022 – 10.2022

Altkom Akademia S.A.