

Natalia Wojtkowiak

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Poznań

IT / TECHNICAL BUSINESS ANALYST

CORE EXPERTISE			CERTIFICATIONS
SQL & Data Validation	API / Data-Flow Analysis	Requirements Analysis	• ISTQB Certified Tester – Foundation Level (2025) • ECBA – IIBA (2021) • Data Visualization – NobleProg (2022)
Process Modeling (BPMN/UML)	Technical Documentation	Stakeholder Management	
EXPERIENCE			EDUCATION
Business & Technology Analyst Teleperformance (formerly Majorel) Analytical bridge between ~12 clients, Product Owners and technical teams, clarifying business logic across 3 internal teams. Mapped end-to-end data flows through Raw, Cleansed and Transformed layers, validating data across 37 API endpoints in 3 regions. Co-created data models, a Data Dictionary and Master Data documentation, and proposed processing optimizations that cut cost. <i>SQL · Azure · Databricks · Power BI · Python · Azure DevOps · Draw.io</i>			Postgraduate Studies – Business Analyst WSB University, Poznań 2021 – 2022
Data Lead (Data Processing Specialist) mTab Delivered data and analytics work across 4 projects for ~4 clients, coordinating with Development, QA, Business Analysts and Product teams. Ran data validation, reviews and SQL calculations, tested system components post-migration, and led trainings while building KPI reporting in C#. <i>SQL · C# · SPSS · PSPP · Jira · Confluence</i>			MSc in Mathematics Adam Mickiewicz University, Poznań 2013 – 2022
Data Analyst Kynetec Delivered data cleansing, profiling, tabulation and enrichment for client-facing outputs, and built Excel-based applications to automate recurring reporting processes. <i>Excel · VBA</i>			LANGUAGES Polish Native English Fluent
Quality Assurance Specialist GlaxoSmithKline Prepared quality/validation documentation, improved VBA and Excel-based tools, and automated KPI reporting. Supported audits, pilot/manual testing, and a new system deployment aligned to quality standards. <i>VBA · Excel</i>			TOOLS Azure · Databricks · Power BI · Python · Jira · Confluence · Draw.io · Git · SPSS · VBA
Intern GlaxoSmithKline Analyzed formulas and calculations, built and improved Excel-based tools, and prepared validation plans, protocols, reports and reviews. <i>Excel</i>			