

# Katarzyna Toczek

Self-reliant experienced professional in office management



Wrocław

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## WORK EXPERIENCE

**08.2017 —**

**Office manager, LUMIVERSO S.C., Wrocław**

- Keeping formal and legal matters of the company
- Representation of the company in banks and other institutions
- Creating and implementing company's procedures
- Processes optimization
- Ongoing tracking of changes in legal regulations (GDPR)
- Office maintenance and providing stability of work conditions
- Resources monitoring and purchasing
- Negotiating contracts with subcontractors
- Building lasting relationships with contractors
- Solving ad hoc and long-term problems
- Budget planning and controlling expenses
- Preparing financial analysis and reports
- Human resources management (22+)
- Recruiting
- Workflow management
- Organization of corporate and integration events

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**05.2013 — 08.2017**

**Office manager, Piotr Smagała Law Firm, Wrocław**

- Financial management: budget planning, preparing financial analysis and reports, cash flow analysis
- Workflow management
- Planning and coordinating the execution of tasks for the legal team
- Preparation and supervision of contracts with clients and suppliers
- Human resources management (10+)
- Recruiting
- Coordinating internships and trainees onboarding
- Office maintenance and resources monitoring
- Preparing presentations and marketing materials
- Creating and implementing company's procedures
- Conducting audits of processes in the company
- Processes optimization

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**03.2011 — 10.2012**

**Sales Support Specialist, Idea Expert S.A. Wrocław**

- Operational support for company's staff (especially from branch offices) in the field of car loans
- Assistance in processing applications for loans in aspect of standing procedures and operations of the system
- Preparing reports and analyses, mainly concerning acceptability of loan applications
- Conducting settlements with banks
- Negotiations with credit analysts
- Solving problems under time pressure (e.g. concerning credit assignment)

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**07.2008 — 03.2011**

**Senior Consultant in Help Desk Team, Euro Bank S.A., Wrocław**

- Operational support for bank's staff (especially from branch offices)
- Assistance in processing applications for loans in aspect of standing procedures and operations of the system
- Cooperation with other departments on dealing with procedural exceptions
- Reviewing changes in instructions and procedures
- Training new employees in Help Desk team

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## EDUCATIONAL BACKGROUND

- 2010 — 2011**      **Internal audit and management control (postgraduate studies)**  
*Wroclaw School of Banking*
- 2008 — 2010**      **Management and engineering of production (master studies)**  
*Wroclaw University of Economics*
- 2004 — 2007**      **Biology (bachelor studies)**  
*University of Wroclaw*
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## SIDE PROJECTS

- 2018**                      Cofounder of “Talented Wrocław” - a group of enthusiasts of personal development based on talents according to the Gallup Institute
- 2017 — 2018**          Vicepresident of JCI Wrocław association
- 2016 — 2018**          Mentor in mentoring program for University of Wroclaw’s students
- 2016**                      “Ten steps to maximal personal efficiency” e-book by Nozbe – member of editorial crew
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## ✓ SKILLS

- Analytical thinking
  - Planning and organizing
  - Problem solving
  - Team building
  - Process optimization
  - MS Office software
  - Agile tools: Trello, Asana, Slack, Discord
  - Sales/storage supporting system (Subiekt) and CRM (Gestor)
  - Driving license (cat. B)
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## COURSES

- 2018**      **Scrum and Agile basics - theory, practice**  
Udemy
- 2017**      **Managerial training: European Academy of Leadership, public speeches, strategic planning, effective communication**  
JCI Poland
- 2016**      **Coaching for managers**  
Wroclaw University of Economics
- 2014**      **Time management**  
Puls Biznesu
- 2014**      **Managerial skills**  
Akademia PARP
- 2014**      **School of investing in the stock market**  
GPW

## LANGUAGES

- English**                      **B2/C1**  
Very good in writing, good in speaking
- German**                      **A2/B1**  
Good in writing and in speaking  
Zertifikat Deutsch, passed in 2008 with result of 100%
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## INTERESTS

Oriental dance, logic and mathematical puzzles, anthropology, investments in capital markets

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I hereby authorize you to process my personal data included in my job application for the needs of the recruitment process in accordance with the Personal Data Protection Act dated 29.08.1997 (uniform text: Journal of Laws of the Republic of Poland 2014, item 1182, 1662)

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