

# Alicja Wochowska

Operations & HR Manager | People Partner | Organizational Processes

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**Address:** Opole, Poland / remote



Business-oriented operations professional with over 6 years of experience supporting organizational growth through process optimization, recruitment coordination, and collaboration with business leaders. Experienced in building operational structures, supporting HR processes, and improving communication between management, employees, and external partners. Combines operational thinking with strong interpersonal skills to support organizational development and effective team collaboration.

## KEY ACHIEVEMENTS

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- **Implemented Traffit ATS end-to-end**, establishing standardized recruitment processes and best practices, automating sourcing, CV management, reporting, and communication workflows
- **Built and scaled an IT outsourcing department from scratch**, including designing recruitment processes, collaborating with partners, and supporting team growth.
- **Maintained 100% positive client satisfaction** over 3+ years while coordinating international projects and developing a network of partners and business relationships.

## SKILLS & TOOLS

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**HR & People Operations:** End-to-end Recruitment | Stakeholder Management | Onboarding & Offboarding | Candidate Experience

**HR Processes:** HR Process Design | Workforce Planning | Process Optimization | Internal Communication

**Tools:** Traffit (ATS) | LinkedIn Recruiter Lite | Microsoft 365 (Excel, Teams, SharePoint) | ClickUp | Trello | Zapier | ADONIS | Hubstaff | ERP enova365 | AI tools (ChatGPT, Grok, Gemini, NotebookLM) | Woodpecker | GetResponse | Slack

**Project & Operations Management:** Agile | Scrum | Business Analysis | Vendor Management | Project Coordination

**Soft Skills:** Strong Communication Skills | Empathy | Active Listening | Relationship Building

## EXPERIENCE

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*Operations & HR Manager / People Partner*  
**itDesk Sp. z o. o.**

**10.2022 – present**

- Acting as a link between employees, managers, and leadership, supporting organizational effectiveness and smooth execution of operational and HR processes
- Managing end-to-end recruitment processes, including sourcing, stakeholder communication, onboarding, offboarding, and resource planning
- Designing and optimizing operational and HR processes supporting the scaling of IT teams and projects, including identifying organizational gaps and implementing improvements
- Coordinating international IT outsourcing projects across multiple markets (PL, FR, DE, NL, SE, CA, UK), supporting team scalability and contributing to organizational growth of 600–800K PLN annually
- Building and maintaining long-term relationships with external vendors and partners, developing a network of 12–15 reliable partners annually

- Preparing budgets, operational summaries, and reports supporting management decision-making and organizational planning

Accountant / Administration & HR Specialist

10.2021 - 12.2022

**"Forbud" S.C. Construction and Service Company**

- Full handling of simplified accounting: invoices, ZUS/US settlements, month-end closing
- Preparing HR documentation, contracts, employment and termination processes
- Building relationships with partners and subcontractors

Business Expert (B2B/B2Cc sales)

10.2020 - 06.2021

**Call center - CCIG Group Sp. z o.o.**

- Building client relationships through needs analysis, phone conversations, effective objection handling
- Achieving and exceeding sales targets + cross-selling services
- Active collaboration with the team, regular progress reporting

## COURSES

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**2025** AIDEAS Program for AI Competency Development, Key Foundations of Agile & Scrum Project Management  
Jira Tutorial for Beginners: Jira Project Management

**2023** Boolean Search for Recruitment & Sourcing, Skuteczny Rekruter IT

## LANGUAGES

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Polish – native | English – C1

## OTHER

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driver's license (B category)

## EDUCATION

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**WSB Merito Opole University**

09.2022 - 06.2024

Management; Marketing and social media, Master's degree

**Higher School of Banking in Wroclaw Faculty of Economics in Opole**

09.2019 - 06.2022

Management; Human Resource Management, Bachelor's degree

*I consent to the processing of my personal data for the purposes necessary for the recruitment process (in accordance with the Act of May 10, 2018, on the protection of personal data (Journal of Laws of 2018, item 1000) and in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR)).*