Karolina Zdziarska

CONTACT

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Berlin

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SKILLS

- Microsoft Office
- Business Plan Development
- Event Coordination
- EU Funding & Grant Management
- Budget Planning
- Prototyping

LANGUAGE

- Polish - Native
- English - C2
- Spanish - B2
- German - B2
- Italian - B1

CERTIFICATIONS

- Mastering Business Plan Development Course - IPH Toruń
- Foundations of Entrepreneurship Training Program - IPH Toruń
- Certificate in Advanced English - Cambridge University Press & Assessment
- Project Management Principles - Zwolnieni z Teorii

PROFESSIONAL SUMMARY

Master's student in European Business Management with international experience, research background in EU-funded projects, and entrepreneurial drive.

PROFESSIONAL EXPERIENCE

Student Research Assistant — March 2026 - Present

Technische Hochschule Wildau

- Contributed to the EU-funded AIMused project, focusing on project management, interdisciplinary workflow coordination within 20 project partners.
- Development of museum accessibility tools and 3D tactile art prints.
- Managed project documentation, supported research activities, and bridged technical and business requirements to streamline project execution.

Owner — December 2022 - December 2023

Karolina Zdziarska - foreign language learning and translation

- Launched and managed a language services business delivering translations and tutoring for over 70 clients.
- Led client onboarding, project scheduling and invoicing
- Led a successful EU funding application, drafted the business plan, budgeting and project proposal & secured a €5000 funding

Customer service representative — December 2020 - June 2021

Funding Center "EUROEXPERT"

- Delivered high-quality customer support via phone, email and live chat; resolved inquiries and complaints for over 300 clients monthly maintaining a 95%+ first-contact resolution rate.
- Maintained CRM accuracy across 300+ active accounts, efficiently processing returns/refunds and reducing escalation resolution time by 20%.

Coordinator — September 2022 - June 2023

Erasmus Student Network

- Managed travel logistics, vendor negotiations across 10+ domestic and international trips for 150+ exchange students.

Event & Logistics Volunteer — 2022 - 2023

FEST Festival, OnAir Festival, Orange Warsaw Festival

- Assisted with event planning, artist relations, and site setup across 3 major music festivals drawing over 60,000+ daily attendees.
- Coordinated performer logistics and backstage operations across 7+ staging areas, ensuring 100% on-time schedule execution.

EDUCATION

Technische Hochschule Wildau — September 2025 - Present
M.A. European Business Management

University of Warsaw — October 2021- December 2024
B.A. Business Management

Humboldt Universität zu Berlin — October 2023 - September 2024
Erasmus Exchange Year
B.Sc. Business Administration