

# Alex Susanu

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Dear Hiring Manager,

I've rarely had the background on paper for the roles I've taken. What I do bring is a habit of walking into unfamiliar systems and quickly becoming someone the team relies on. Finding what's actually broken, fixing it, and leaving things in better shape than I found them.

My current role is senior technical support on an enterprise platform. Client escalations end-to-end, plus the scripts and automation I write around the role to cut down on repeat work. Before that, platform and microservice work on a regulated core banking product.

I pick things up fast, work well under pressure, and prefer fixing the cause over closing the ticket. Happy to talk if that sounds useful.

Yours sincerely,

Alex Susanu