

# Alex Susanu

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Support and platform engineer. Work spans enterprise technical support, DevOps, and software development — and I move across all three without handing off.

Oracle · PL/SQL · IIS · Windows Server · Linux · Docker · Kubernetes · Helm · Jenkins  
· AWS · Python · Java · Spring Boot · Flask · FastAPI · PowerShell · Bash · REST APIs  
· C# (read-fix level) · New Relic · CloudWatch · Git

## EXPERIENCE

### Support Engineer · Clinisys — LIMS Platform

Jul 2025 – Present

Senior technical support role on an Oracle-backed Laboratory Information Management System serving global clinical and scientific clients across the UK, US, and APAC. Covers client-facing escalations alongside internal tooling and engineering work that comes out of them.

#### CLIENT-FACING

- Primary technical contact across a global client portfolio spanning multiple regulated laboratory environments.
- Took complex multi-day escalations across Oracle, IIS, Telerik, and C# layers to full resolution independently.
- Identified and fixed systemic root causes across recurring failure patterns, reducing repeat ticket volume.
- Maintained relationships with enterprise clients in regulated industries where downtime carries direct operational risk.

#### ENGINEERING & INTERNAL TOOLING

- Built PowerShell automation for IIS log collection and parsing, replacing a manual, error-prone investigation process.
- Developed Chrome extensions to fill functional gaps in the native LIMS platform; adopted across the support team.
- Wrote XML parsers automating audit-trail extraction from LIMS exports for compliance and investigation workflows.
- Authored Oracle PL/SQL procedures covering report generation, custom functions, and client-specific logic.
- Built Oracle SQL diagnostic scripts isolating database-layer issues ahead of DBA escalation, shortening resolution time.

### Associate Software Engineer · 10x Banking — Core Banking Platform

Nov 2021 – Jul 2024

Platform-side role on a regulated core banking product. Started supporting feature teams across the CI/CD and Kubernetes stack, then moved into the Data Analytics team building and maintaining internal microservices. Worked across Java / Spring Boot, Python, Kubernetes, Helm, Docker, Jenkins, and AWS in a production environment with real regulatory stakes.

#### PLATFORM SUPPORT FOR FEATURE TEAMS

- Internal support for feature engineering teams across the platform stack — Kubernetes, Helm, Docker, Jenkins, AWS.
- Debugged Kubernetes workload failures and helped feature teams unblock deployments and pipeline issues.

- Maintained Jenkins CI/CD pipelines and Docker-based test environments used across the product.
- First-line response for production incidents on live banking services, monitored via New Relic and CloudWatch.

#### DATA ANALYTICS — MICROSERVICE DEVELOPMENT & CLIENT SUPPORT

- Contributed to upgrades and maintenance of existing Java / Spring Boot microservices inside the Data Analytics team.
- Built an internal-facing Java / Spring Boot microservice from scratch to automate a recurring data workflow, reducing manual effort for the team.
- Handled support tickets from clients consuming analytics services — triaged, reproduced, escalated, and followed fixes through to release.
- Wrote Python and Bash tooling around the service layer to cut down on manual data-engineering overhead.

#### Freelance Technical Consultant · Independent (Remote)

2018 – 2024

Custom technical solutions for small and medium businesses across automation, integrations, and internal tooling.

- Automated reporting workflows replacing hours of weekly manual processing, typically recovering project cost within the first month.
- Connected incompatible business systems via custom REST API integrations, eliminating manual data transfer.
- Built Chrome extensions adding missing functionality to tools clients already relied on.
- Delivered Python and Bash automation across invoicing, data entry, and operational workflows.
- Built Spring Boot APIs and Bash monitoring scripts for clients without in-house engineering.

#### PORTFOLIO

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I keep a public site ([alexsusanu.com](http://alexsusanu.com)) of the tools I build for my own support work, write-ups of problems I've debugged, and notes as I study toward cloud-native and security certs. Built to show, not tell.

#### LANGUAGES

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English (fluent) · Romanian (native) · Italian (fluent) · Spanish (basic) · French (basic)

#### EDUCATION & CERTIFICATIONS

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##### Education

Certificate of Higher Education, Computer Science · Birkbeck, University of London

##### Certification

Certified Kubernetes Administrator (CKA) · in progress