




Alex Susa

 Office Administrator

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PROFESSIONAL SUMMARY

I'm a **detail-oriented professional** with **2+ years of experience in office administration**. I'm great at keeping things organized, solving problems, and making sure teams have what they need to succeed. I've also been teaching myself **Python programming** to explore how tech can make work easier and faster. I'm all about efficiency, learning, and bringing a fresh perspective to the table.

CORE SKILLS

- **Technical:** Python, Flask, Microsoft Office Suite, Adobe Photoshop, Data Analysis
- **Administrative:** Process Optimization, Inventory Management, Report Generation, Budget Control
- **Soft Skills:** Team Leadership, Communication, Attention to Detail, Problem-Solving
- **Mindset:** Calm under pressure, enjoy tackling challenges, and always find ways to make things better.

PROFESSIONAL EXPERIENCE

Operations Support | Administrator

FedEx, Bristol | Nov 2022 – Present

- Developed a Python script to automate report generation, saving the team **5 hours** weekly.
- Implemented a proactive inventory restocking system, cutting supply shortages.
- Resolved **50+ weekly customer inquiries**, ensuring clients stayed happy and issues were fixed.
- Conducted structured debriefs with drivers to review delivery performance, safety protocols, and vehicle maintenance.
- Verified all documentation (e.g., delivery logs, vehicle inspection reports)

Shift Manager

Pizza Hut, Bristol | Jan 2022 – Nov 2022

- Led a team of **10+ staff members**, improving customer satisfaction scores via targeted training.
- **Reduced overtime costs by 20%** through optimized shift scheduling and resource allocation.
- Ensured smooth day-to-day operations, including inventory management, order accuracy, and adherence to health and safety protocols.

Pizza Chef

Pizza Hut, Bristol | Sep 2017 – Jan 2022

Player Support Agent (Remote)

Riot Games | Mar 2016 – Oct 2020

- Resolved **100+ weekly technical and account issues**, maintaining a **90%** first-contact resolution rate.
- Authored **10+ knowledge-base articles** to streamline team workflows and improve player self-service.

EDUCATION & CERTIFICATIONS

Hospitality & Event Organizer Diploma

Colegiul Național Economic "Andrei Barseanu" | Sep 2012 – Jun 2016

Certifications:

- **CS50P: Programming with Python** | Harvard University (Online) | Aug 2024
- **Python Programming MOOC 2024** | University of Helsinki (Online) | Sept 2024

ADDITIONAL INFORMATION

- Interests: Coding, PC Building, Video Games, Art
- Driving Licence: Full UK Licence

