

## HANNAH BROOKS



**Job:** Technical Support Specialist

**Company:** Blink Payment

Investigate and resolve post-sale Partnership and Merchant queries and issues surrounding API and technical integrations, including training of the first-line team and cross-skilling of the wider department.

Driven

Curious

Forward-thinking

**The skills I use most in my job...**Data gathering

- B2B communication
- Resolution testing and implementation

**The most interesting thing I've worked on in my career so far...**Implementing the new business API across our partnership accounts. I also delivered training across departments to ensure the business at large had a solid understanding of this development, appropriate and relevant to their own job roles and responsibilities.

**What inspired me into digital and tech...**I previously worked in finance and wanted a new sector - FinTech was a solid step into the industry that utilised my existing skills while allowing me to develop new talents.

**My educational background is...**I completed a BA in English Literature but have been exposed to tech from an early age, having a parent who works within the Government IT structure.

**What advice I'd give to girls thinking about a career in digital and tech...**Practice, practice, practice! Practice your technical skills but also practice your confidence, your professionalism, your problem-solving and creativity. Your technical knowledge and achievements are every bit as valid as your male counterpart's, but your development of those 'soft skills' will give you an edge in a corporate environment.