

Aravinthan Sankar

Technical Configuration Analyst at Fiserv

Summary

As a Technical Configuration Analyst with extensive experience in the fintech industry, I am skilled in configuring, testing, and maintaining financial systems. Proven track record of improving application performance and user experience. Proficient in Java, SQL, Cloud Computing, and PowerBI with strong problem-solving abilities. Adept at working in support projects and collaborating across different teams to resolve technical issues efficiently.

Experience

Fiserv India Pvt Ltd

Professional (2023 - Present)



- Provided technical support to troubleshoot and resolve application issues for end users.
- Conducted thorough testing and quality assurance checks on software releases to ensure seamless integration with existing systems.
- Collaborated with cross-functional teams to implement system enhancements and upgrades, improving application performance and user experience.
- Analyzed and resolved production issues raised by users or monitoring systems, performing impact analysis, and suggesting workaround solutions for service recovery.
- Facilitated communication and collaboration with internal IT teams, business units, and external vendors, ensuring effective resolution of technical issues and smooth operations.
- Interacted closely with the engineering group to resolve technical issues.
- Provided technical inputs to team members, including reviewing and revising codes written by others.
- Interacted with the Customer Support group and provided issue resolution.
- Worked on service points/incidents every day and provided timely responses.
- Worked on payments product implementation for client onboarding.

Contact

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LinkedIn

Aravinth Sankar

DOB

22-09-1998

Education

Hindusthan College of Engineering & Tech

ECE

2015-2019

63%

Expertise

- Java
- SQL
- Production Support
- Cloud Computing
- PowerBI
- Payments
- Implementation

Clients

- TD Bank
- Bank of America
- Regions Bank
- PNC Bank
- Capital One
- Citizens Bank
- Truist Bank

Courses

- PowerBI
- Cloud Computing

Languages

- Tamil
- English

Fiserv India Pvt Ltd

Senior Associate (2021 - 2023)



- Configured banking products and customized user interfaces using Java, JSP, HTML, CSS, SQL queries, and PL/SQLs, enhancing product functionality and user experience.
- Successfully onboarded financial institutions into the production environment, ensuring a smooth transition and minimal disruptions to operations.
- Leveraged database knowledge to generate financial institution reports as per client requests, demonstrating proficiency in data management and report generation.
- Ensured responsiveness to client inquiries and special requests for technical support, maintaining high levels of customer satisfaction.
- Provided timely and professional responses to internal teams, business partners, clients, and leadership, fostering positive relationships and effective communication channels.
- Troubleshooted core network/implementation issues for payments products.
- Generated reports based on product team and client requests.

Truecue iEngineering Pvt Ltd

Graduate Engineer (2019 - 2021)



- Provided efficient and effective assistance to clients through telephone/Email support in accordance with the level of service contracted.
- Transmit product alerts and escalate complex issues to Coordinators or Team Managers to ensure timely resolution.
- Contribute to the enrichment of the incident knowledge base by documenting and sharing relevant information with the team.
- Diagnose and resolve product malfunctions by leveraging strong problem-solving skills and attention to detail.