

IGNATIUS BENISHA

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[Ignatius Benisha](#) | [LinkedIn](#)

SUMMARY

A proficient Support Engineer with 2 years of experience in the payments domain, specializing in incident management, transaction monitoring, and ensuring seamless transaction processing. Possess strong expertise in Python, MySQL, and Power BI, enabling efficient data analysis and insightful reporting. **Currently seeking a Data Analyst role to apply my analytical skills in a dynamic environment. Available for immediate joining.**

WORK EXPERIENCE

Support Engineer | PagoNXT Merchant Solutions India Pvt Ltd

May 2023 - Present

- **Project :** Tranzware Switch
- **Client Name :** Issuing and Acquiring Banks (Santander Bank), Merchants

Project Description

- Worked in Tranzware suite of payment processing applications to carry out numerous tasks ranging from card creation to merchant onboarding all configuration.
 - Well-versed in online payment processing flow, ISO 8583 message format, characteristics and types of credit card transactions such as purchase, pre-auth, capture, chargeback, verification, void and refund.
 - Monitored crucial authorization alerts, clearing/settlement processes and liaised with card schemes in case of issues.
 - Helped formulate Standard Operating procedures for BAU activities.
 - Performed sanity checks and analyzed crucial parameters like transaction approval quality, latency, availability after upgrade, migration activities.
 - Conducted proactive analysis of precursors to high-priority incidents to mitigate potential risks.
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RESPONSIBILITIES

- Part of Offshore resolving ticket Management.
 - Creating incidents and service requests and follow-up the tickets until it's closed.
 - Doing ServiceDesk.
 - Transactions monitoring, and alerts monitoring.
 - Analyzing the reason for declined transaction and fixing the production problem.
 - Monitoring all types of prepaid, debit and credit card transactions and analyzing the reason for the declined transactions.
 - To fix the issues and provide the support for implementation activity.
 - Monitoring, Application Support, Patches movement and database activity in application
 - Developing and executing SQL Queries for bank Requirements.
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TECHNOLOGIES AND TOOLS USED

Operating System : Windows 98, XP, 7, UNIX. LINUX.

Programming Languages : SQL, UNIX

Ticket Management Tool : Jira, Remedy BMC, ServiceNow

Other Tools : Putty, WinSCP, SFTP, SQL Advantage, Kibana, Datadog, Control-M, Opswise, Nagios, Rundeck, Confluence, TOAD

TECHNICAL SKILLS

- **Programming Language** : Java, Python
 - **Database** : Oracle SQL Plus, My SQL
 - **Data Visualization Tool** : PowerBI
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CERTIFICATION & AWARDS

Received “**Amazing addition**” award provided by PagoNxt as showing excellency in performance.

- Java - Qspiders, Chennai
 - SQL - Qspiders, Chennai
 - MySQL - Oranium, Chennai
 - PowerBI - Oranium, Chennai.
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PROJECTS

- **Zomato Analysis Dashboard (using PowerBI and Excel)** : Built an interactive dashboard to track key sales KPIs, to show the growth of the Zomato analysis.
- **Amazon Prime Video Analysis Dashboard (using PowerBI and Excel)** : It enhances the visual tool of the Amazon prime for past seven years.

EDUCATION

B.Tech. Information Technology

Aug 2018 - Jun 2022

Jeppiaar Engineering College, Chennai

- Percentage - 80%

ACADEMIC PROJECTS

- Augmented visualization using virtual reality
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LANGUAGES KNOWN

- Tamil (Native)
 - English (Professional Fluency)
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INTEREST

Eager to work on projects that enhance my expertise in MySQL, Power BI, and data analysis, while delivering insights and solutions that align with business needs in a Data Analyst role.