

Job Description Summary:

Overview:

- The Customer Implementation Services team provides customer processing implementation support for MasterCard's new and core products and services in the form of processing and technical consultancy/advisory, **testing** and project management services for existing and new customers.
- We work in partnership with the account team representatives and market delivery managers / Technical account managers and product delivery in the regional offices and are focused on providing superior technical and product support to customers during their processing implementations.

Role:

- Act as central point of contact for customers and/or MasterCard customer representatives throughout processing implementation project end-to-end execution.
 - Assess and document customer needs and according to implementation impacts on customers' and MasterCard's core and non-core processing systems and platforms.
 - Act as processing implementation advisory, to customers' processing support staff. Provide guidance to execute all necessary processing implementation activities
 - Define scope, plan and drive customer processing implementation projects of new electronic payments processing business activities following the global project coordination methodology.
 - Assures **customer's** processing interfaces with MasterCard's electronic payment processing systems are compliant with MasterCard's global product rules and specifications through **testing**.
 - Execute extensive and comprehensive initial end-to-end processing system impact analyses for multiple key customer processing implementation projects in parallel.
 - Define, create, maintain and document standard and non-standard customer testing processes, focus on technical processing customer interfaces.
- Assist reporting, automation and process improvement areas.

All About You:

- Education: Bachelor's degree in Information Technology, Computer Science, Programming, Systems Engineer, Computing Systems Engineer, Telecommunications Engineer or similar
 - Ability to interact well with customers.
 - Strong verbal and written communication skills.
 - Project management skills.
 - Experience with card management systems
 - Relevant experience in "Information Technology" system knowledge, with understanding of network technology, applications, and project management.
 - SQL basic - intermediate knowledge
 - Experience using and querying databases
 - API Knowledge for Java and open languages
 - Card payment, Authorization, Clearing and Settlement processes knowledge
 - Know the basics of 4 party model
 - Familiar with currency conversion concepts
 - English spoken - Spanish will be an advantage
- Knowledge about programming language (Python or Java)