Ansari Danish

Sr. Technical Executive

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SUMMARY

Sr. Technical Support Executive with extensive experience in troubleshooting, client assistance, and integration support across multiple platforms. Proven expertise in payment gateway integration, API assistance, and managing high-level client and bank coordination. Adept at identifying and resolving technical issues with a focus on delivering prompt and effective solutions. Skilled in guiding clients through complex integration processes, ensuring smooth operation and post-production support.

EXPERIENCE

Sr. Technical Executive

Santacruz, Mumbai

Infibeam Avenues

02/2022 - Present

- **Error Resolution and Support**: Efficiently troubleshoot and resolve technical issues daily through calls, emails, and online chat. Provided in-depth technical support for merchants (CCAvenue) by diagnosing and resolving server-level integration failures via phone, email, and live chat.
- **Escalation Management**: Managed escalations with root cause analysis, delivering prompt and effective solutions to complex technical problems. Resolved integration and testing errors related to acquirer and bank integration, ensuring streamlined processes for both web and mobile platforms.
- **Client Assistance and Solutions**: Identified and delivered effective solutions to merchants' issues with promptness and efficiency. Assisted clients in overcoming challenges during the integration of online payment gateways and provided post-production technical support.
- **Integration Support**: Guided merchants through the integration process, offering technical application-level support and API assistance post-merchant onboarding across multiple platforms, including Java, PHP, ASP.net, Android, and third-party shopping carts.
- **Coordination and Communication**: Acted as the Single Point of Contact (SPOC) for top clients and banks, coordinating with networks such as Visa, Mastercard, Amex, and RuPay for network-related concerns. Collaborated with banks to address technical issues, monitored downtime, and communicated updates to merchants via email.
- **System and Product Knowledge**: Stayed current with system updates and changes, demonstrating exceptional multitasking and problem-solving abilities. Enhanced success rates by identifying bugs and anomalies during product integration with banks through meticulous log debugging, functional testing, and system testing.
- **Technical Expertise**: Expanded knowledge in emerging fintech products like Tokenization, SIHub, and AltID. Proficiently utilized technical platforms and software, including XAMPP and Postman API, to facilitate integration and troubleshooting processes.
- **Training and Guidance**: Provided comprehensive training and guidance on existing and new products and features to clients and team members, ensuring they were well-equipped with the necessary technical knowledge.
- **Project Management:** Nifty, ClickUp
- **Customer Support:** Zendesk, Office24by7
- **Team Collaboration:** Nifty, ClickUp
- **AI and Automation:** Office24by7

CERTIFICATIONS

Cybersecurity and Ethical Hacking

Institute for design of electrical measuring instruments

Personality Development

South Indian Welfare Society

Google Flutter & Dart

The Digital Adda

SQL

Solo Learn

JAVA

Solo Learn

Star of the Month

Infibeam Avenues

EDUCATION

Master of Science in Information Technology

Mumbai

University of Mumbai, GPA 8.71/10

11/2022

Bachelor of Science in Information Technology

Mumbai

University of Mumbai, GPA 8.37/10

10/2020

SKILLS

Programming Languages & Frameworks:

Dart, Java, PHP, Asp.net, Node.js, Flutter SDK, SDK/Android/iOS, SQL, Postgressql, REST API, XAMPP, POSTMAN