# KSHITIJA RANDIVE
IOT AND CLOUD ENGINEER

## OBJECTIVE
Results-driven professional with a robust background in electronics engineering, specializing in IoT projects and AWS cloud solutions. Seeking a challenging role in the IoT and AWS Cloud domain to apply technical expertise and contribute to innovative projects.

## CONTACT
Dhanori, Pune
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## ACTIVITIES AND INTERESTS
•Cooking •Dancing • Sketching
• Travel

## CERTIFICATIONS
• AWS Solution Architecture from Edureka

## SKILLS
• HPSM • Putty • GGSN • SGSN
•Team Player •IOT Boards

# EXPERIENCE

## JUNIOR CUSTOMER SERVICE EXECUTIVE
## TATA COMMUNICATIONS, PUNE
MAY 2022 - PRESENT

- **Incident Management:** Utilized HPS ticketing tool and email communication to proactively manage incidents, ensuring prompt resolution and optimized network performance.
- **Project Leadership:** Led cross-functional teams in successful implementation of IoT projects, achieving project objectives and enhancing customer satisfaction.
- **Issue Resolution:** Diagnosed and resolved various customer issues, including sim malfunctions, data communication failures, and voice/SMS problems, demonstrating strong problem-solving skills.

## EMBEDDED ENGINEER AND TECHNICAL CONSULTANT
## MACFOCS ROBU.IN, PUNE
JULY 2021 - JAN 2022

- **Product Management:** Managed diverse electronics products, diagnosing faults and providing prompt, effective solutions to customers, ensuring high satisfaction levels.
- **Customer Support:** Tracked tickets and emails to ensure timely resolution of customer concerns, providing valuable guidance on product inquiries and purchases.
- **Problem-Solving:** Demonstrated strong problem-solving ability, consistently delivering timely and accurate resolutions to enhance customer satisfaction.
- **Programming:** Arduino, Raspberry Pi, and various IoT boards. Familiarity with AWS cloud services and solutions.

# EDUCATION

## BACHELOR IN TECHNOLOGY (B.TECH)
MIT ACADEMY OF ENGINEERING PUNE, MAHARASHTRA
Aug 2018 - Jun 2021
Field: Electronics Engineering- 7.39

## DIPLOMA IN ENGINEERING
GOVERNMENT POLYTECHNIC PUNE, PUNE
SEP 2014 - JUN 2018
FIELD: ELECTRONICS AND TELECOMMUNICATIONS- 64.80%