



## KSHITIJA RANDIVE

### OBJECTIVE

Dedicated and hardworking professional with excellent teamwork and communication skills. Demonstrated ability to collaborate effectively with colleagues and contribute to team success. Known for exceptional interpersonal skills and building strong relationships with clients and stakeholders. Committed to delivering high-quality work and achieving professional goals.

### CONTACT

Dhanori, Pune

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### ACTIVITIES AND INTERESTS

- Cooking •Dancing • Sketching
- Travel

### CERTIFICATIONS

- AWS Solution Architecture from Edureka

### SKILLS

- HPSM
- Putty

## EXPERIENCE

### IOT TRAINER LEAD

#### STARTEK, COMMER ZONE PUNE

JULY 2024– PRESENT 4 MONTHS

- **New Hire Training:** Onboarded new hires, providing detailed project insights and guidance on incident handling.
- **OJT Support:** Provided hands-on support in troubleshooting and case resolution.
- **Training Content:** Developed and customized IoT training materials, including presentations, exercises, and documentation for varied learning styles.
- **Refresh Training:** Organized workshops to improve agents' technical skills and keep them updated on emerging IoT trends.
- **Quality Feedback:** Monitored progress and offered personalized feedback to ensure effective knowledge transfer.

### JUNIOR CUSTOMER SERVICE EXECUTIVE (SME)

#### TATA COMMUNICATIONS, PUNE

MAY 2022 – JULY 2024 2.2 YEARS

- **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 successfully implementing IoT projects, achieving project objectives, and enhancing customer satisfaction.
- **Team Management:** Encourages colleagues to improve their knowledge of the process and network skills for better achievements.
- **Issue Resolution:** Diagnosed and resolved various customer issues, including sim malfunctions, data communication failures, and voice/SMS problems, demonstrating strong problem-solving skills.
- **Testing:** Performed applications-based and network-based UAT for better customer experience. Performed assigned tasks related to implementing and testing new features and expansion.

### EMBEDDED ENGINEER AND TECHNICAL CONSULTANT

#### MACFOCS ROBU.IN, PUNE

JULY 2021 - JAN 2022 6 MONTHS

- **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.

## SKILLS

- GGSN
- SGSN
- Team Player
- IoT Boards
- Leadership and mentoring
- Strong instructional and communication abilities
- Development of technical training content
- IoT product integration and troubleshooting

- **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%