KSHITIJA RANDIVE

OBJECTIVE

Dedicated, hardworking professional with excellent teamwork and communications skills.

Demonstrated ability to effectively collaborate with colleagues and contribute to team success. Known for exceptional interpersonal skills and ability to build strong relationships with clients and stakeholder.

Committed to delivering high-quality work and achieving professional goals.

Passionate about enjoying work and consistently putting forth exceptional efforts.

CONTACT

Dhanori, Pune
Phone: +917219527499
Email: kshitija100998@gmail.com

ACTIVITIES AND INTERESTS

•Cooking •Dancing • Sketching • Travel

CERTIFICATIONS

• AWS Solution Architecture from Edureka

SKILLS

EXPERIENCE

JUNIOR CUSTOMER SERVICE EXECUTIVE
TATA COMMUNICATIONS, PUNE
MAY 2022 – PRESENT 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 successful implementation of IoT projects, achieving project objectives and enhancing customer satisfaction.
- **Relationship Management:** with vendors and channel partners.
- **Team Management:** Encourages colleagues to improve their knowledge of the process and skills of the network 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 task 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.
- **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%