
Kshitija Randive

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Summary

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.

Technical Skills

- Cloud Computing, AWS Services, EC2, S3, VPC, ELB, Auto Scaling, Authentication system, Account migration.
- Data and cloud security, AWS cloud infrastructure, Virtual environment design and implementation.
- IOT, Microsoft Azure, Python, Basic of JAVA, Basic of PHP, LINUX OS, WINDOWS OS.
- BGP, OSPF, IPV4, IPV6, TCP/IP, UDP, DHCP, DNS.
- Network Troubleshooting and Monitoring Knowledge and hands on GGSN & SGSN nodes.
- Understanding of 2G, 3G, 4G & 5G, UMTS, LTE, Architecture.
- Good knowledge & hands on 2G/4G call flow, Volte and M2M IOT technology.
- To provide the troubleshooting for connectivity (LTE, GPRS, UMTS, HLR, GGSN, SGSN).
- Knowledge of HLR, HSS.
- Experience on Huawei, Ericsson, Cisco, Nokia, ZTE nodes.
- Knowledge of OSI Layer & Network Topology.

Work experience

Organization:- Startek, Pune

Designation:- IoT Trainer Lead

Project Name:- Vodafone Idea IOT

Experience:- July 2025 – March 2025

Roles & Responsibility

- 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 update them on emerging IoT trends.

- **Quality Feedback:** Monitored progress and offered personalized feedback to ensure effective knowledge transfer.

Organization:- Tata Communications Transformation Services LTD, Pune

Designation:- IOT Engineer

Project Name:- Vodafone Idea IOT

Experience:- May 2022 – July 2025

Roles & Responsibility

- Worked as a Specialist in Internet of things for M2M and VLT process.
- End to end troubleshooting and managing network connectivity of IOT devices across PAN India.
- Work on the private APN which is used by large enterprise company to send their data secure over the public network.
- Worked on service assurance processes and best practices for IOT SOC, responsible for reporting on SLA compliance, ticket management, performance reports and customer co-ordination.
- Monitoring and responsible for SLA compliance on various KPIs related to work.
- To provide the troubleshooting for connectivity (LTE, GPRS, UMTS, HLR, GGSN, SGSN) for M2M product.
- Knowledge and hands on SGSN/MME, GGSN nodes, through accessing by Putty.
- Knowledge of capturing logs for protocol like TCP, UDP and ICMP.
- Handling escalations of IOT connectivity.

Organization:- Macfocs Robu.in, Pune.

Designation:- Embedded Engineer & Technical Consultant

Experience:- July 2021 – January 2022

Roles & Responsibility

- **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

- B.Tech in Electronics from MIT Academy of Engineering Pune, pass out year 2021-70.39%

- Diploma in E & TC from Government Polytechnic Pune, pass out year 2018- 64.80 %
- SSC from Agresen High School, pass out year 2014- 80.20%

Certifications

AWS Solution Architecture Certification from Edureka.

Personal Attributes

- Team Player with positive mindset, open-minded & willingness to learn.
- Ability to work & collaborate in a fast-changing environment.
- Believe in punctuality, well organized & able to work under pressure.
- Analyst & structured can prioritize work & handle multiple tasks.

Declaration

I hereby declare that all the information provided above is true to the best of my knowledge and I bear the responsibility of my Candidature.

(Kshitija R. Randive)