### Experience



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

#### 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%