


Sainil Bandodkar

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Professional Summary

Results-driven IT professional with a proven track record of success in cloud computing, cybersecurity, and IT operations. Skilled in managing Google Cloud Platform (GCP) and Microsoft Azure environments, automating infrastructure with Terraform, and ensuring system reliability through incident management and performance monitoring. Achieved a 20% reduction in system downtime and a 30% improvement in incident resolution time by implementing strategic ITIL processes and fostering cross-functional collaboration. Committed to driving operational excellence as a Cloud Engineer, Cybersecurity Analyst, or Site Reliability Engineer.

Skills

- **Tools:** Jira, Slack, Git, Bitbucket, GitHub, Microsoft Power BI, ManageEngine, Python Basic
- **IT Operations:** Linux & Windows Systems, Incident Management, ITIL Processes
- **Cloud Platforms:** Google Cloud Platform (GCP), Microsoft Azure, Infrastructure as Code (Terraform, Ansible)
- **Cybersecurity:** SIEM, Security Compliance, Threat Detection
- **Networking:** Network Troubleshooting, Ericsson Wireless Solution Certified
- **Soft Skills:** Tech Support, Data Analysis, Communication, Collaboration

Experience

- **Rig Technology Technician II** February, 2024 - June, 2025
Helmerich & Payne
 - Orchestrated application deployment and system configuration on Linux-based systems, leveraging Git and Bitbucket to achieve 99.9% uptime for critical applications.
 - Spearheaded data migrations across cloud platforms, ensuring 100% data integrity, and reducing migration time by 25%.
 - Monitored cloud infrastructure performance with GCP and Azure tools, improving system efficiency by 20% through bottleneck resolution.
 - Ensured compliance with industry best practices and regulations through regular audits on information security measures.
- **Incident Coordinator** May, 2023 - February, 2024
Waisl Limited
 - Directed the end-to-end incident management lifecycle using ITIL frameworks, reducing the average resolution time by 30% via streamlined Jira and ManageEngine workflows.
 - Developed comprehensive reports with Microsoft Power BI, driving a 15% improvement in incident response strategies by identifying recurring issues.
 - Developed strong relationships with internal teams and external vendors, fostering collaboration during incident resolution efforts.
 - Contributed to business continuity planning by identifying potential risks and developing mitigation strategies for critical incidents.

- **Technical Support Executive**
C1 India Private Limited

December, 2019 - May, 2023

- Provided technical support via phone and email, optimizing service operations, and achieving 98% client satisfaction through effective troubleshooting and professionalism.
- Managed a high volume of tickets in the helpdesk system, consistently meeting or exceeding response time targets.
- Configured hardware and software for 500+ user workstations, and led UAT using Jira, achieving a 35% reduction in setup time, and 100% compliance with functional requirements.
- Assisted in the development of standard operating procedures for technical support, resulting in improved team efficiency and consistency.

Education

- **Bachelor In Engineering (Electronics & Telecommunication)** June, 2015 - July, 2019
Shree Rayeshwar Institute of Engineering & IT
B.E Course Curriculum Internship at Andrew Telecommunication India Pvt. Ltd., Completed January, 2019
- **Higher Secondary School Certificate (Science)** June, 2013 - April, 2015
Fr. Agnel Multipurpose Higher Secondary School

Certifications

- **Google Cloud Cybersecurity Certificate**
Google Cloud, November 2024
- **Google Cloud Computing Foundations Certificate**
Google, August 2024
- **Certified Network Professional**
Ericsson Wireless Solution, August 2024
- **Certified Network Associate**
Ericsson Wireless Solution, August 2024
- **Python 3 Course**
Codecademy, July 2025
- **Introduction to Linux Course**
Codecademy, June 2025

Projects

- **IoT Based Smart Electricity Energy Meter**
Associated with Shree Rayeshwar Institute of Engineering & Information Technology, Shiroda-Goa.
Developed an IoT solution to monitor daily electrical consumption via ThingSpeak, reducing monitoring costs by 15% and implementing a theft detection system.
- **Web Page Development Using Wix Platform**
Designed a website for a local event management startup, increasing client inquiries by 20% through enhanced online presence.

Language

- English, Hindi, Konkani, Marathi