

SAINIL BANDODKAR

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Professional Summary

IT/Tech Support Engineer with 5+ years of experience driving operational excellence in cloud infrastructure and B2B software environments. Expertise in diagnosing complex system issues through log analysis and root cause analysis while maintaining 99.9% availability for business-critical applications. Proven track record in reducing resolution times by 30%, improving internal documentation to scale support capacity, and streamlining deployment processes in fast-paced startup environments.

Professional Experience

Helmerich & Payne

Goa, India

Rig Technology Technician II – Network & Cloud Operations

February 2024 – June 2025

- Diagnosed and resolved complex cloud infrastructure issues across GCP and Azure platforms, utilizing advanced log analysis and root cause analysis techniques to maintain 99.9% uptime for mission-critical drilling operations applications
- Orchestrated deployment pipeline management using Git and Bitbucket, identifying and documenting 40+ bugs for engineering teams while leveraging coding proficiency to enhance deployment reliability
- Designed and implemented internal automation workflows and monitoring systems, reducing manual investigative effort by 20% and enabling scalable operations across global rig sites
- Collaborated with cross-functional engineering teams to execute deep-dive troubleshooting on Linux systems and cloud services, ensuring strict adherence to security compliance standards and best practices

WAISL Limited

Goa, India

Incident Coordinator – Network & Service Operations

May 2023 – February 2024

- Managed end-to-end incident lifecycle for B2B service outages affecting 500+ enterprise clients, reducing average resolution time by 30% through rigorous ITIL-based root cause analysis and structured escalation protocols
- Coordinated customer-facing support and vendor escalations, partnering with internal operations teams to accelerate bug reporting and resolution workflows for critical service owners
- Enhanced proactive incident detection capabilities by 15% through development of SQL-based queries and Power BI dashboards, enabling real-time log analysis and identification of systemic operational pain points
- Architected mitigation strategies and business continuity plans by conducting comprehensive risk assessments and utilizing low-code automation tools to streamline cross-team coordination during critical outages

C1 India Pvt. Ltd.

Mumbai, India

Technical Support Executive – IT & Software Support

December 2019 – May 2023

- Diagnosed and resolved L2 technical issues across multiple technology layers, maintaining 98% customer satisfaction rating in high-volume B2B support environment serving 500+ enterprise users
- Owned bug reporting lifecycle and coordinated UAT activities in Jira for enterprise systems, reducing investigative resolution time by 35% through enhanced internal documentation and knowledge base development
- Streamlined support operations and onboarding processes by authoring comprehensive SOPs and technical documentation, leveraging internal automation to scale team capacity without proportional headcount increases
- Partnered with engineering teams to troubleshoot high-priority escalations, consistently exceeding SLA targets through systematic technical troubleshooting methodologies and proactive issue identification

Technical Skills

Cloud & Infrastructure: Google Cloud Platform (GCP), Microsoft Azure, Linux & Windows Systems, Firewalls & Load Balancing, Network Monitoring

Support & Analysis: B2B Software Support, Log Analysis, Root Cause Analysis, Technical Troubleshooting, Bug Reporting, SQL, Basic Coding Proficiency

Tools & Platforms: Git & Bitbucket, Jira, ServiceNow, Power BI Reporting, Low-code Tooling, Internal Automation

Methodologies: ITIL, Incident & Change Management, IT Security & Compliance, Internal Documentation, Customer-facing Support

Education

Shree Rayeshwar Institute of Engineering & IT

Goa, India

Bachelor of Engineering in Electronics & Telecommunication

June 2015 – July 2019

Certifications

Certified in Cybersecurity (CC) – ISC2

September 2025

Google Cloud Cybersecurity Certificate – Google Cloud

November 2024

Google Cloud Computing Foundations – Google Cloud

August 2024

Ericsson Certified Network Professional & Associate – Ericsson

August 2024

Technical Projects

Personal Portfolio Website – Designed and deployed responsive portfolio website using HTML, CSS, and JavaScript, hosted on GitHub Pages. Integrated CV download functionality, certification verification links, and contact form to centralize professional credentials and enhance recruiter accessibility. Managed version control using Git while ensuring cross-device compatibility and responsive design principles.