

# Sainil Bandodkar

+91-9158346209 • sainilbandodkar3105@gmail.com • Goa, India

 <https://linkedin.com/in/sainil-bandodkar>

## Summary

Technical Support Engineer with over 5 years of experience in diagnosing complex system issues and managing cloud infrastructure. Expert in Log Analysis, Root Cause Analysis, and SQL-based troubleshooting to ensure high-availability environments. Proven track record in B2B software support, ownership of bug reporting lifecycles, and improving internal documentation to scale support capacity in fast-paced startup environments.

## Work Experience

### Rig Technology Technician II (Network & Cloud Operations)

February 2024 – June 2025

HELMERICH & PAYNE, GLOBAL OPERATIONS

- Diagnose complex cloud infrastructure issues within GCP and Azure, utilizing Log Analysis and Root Cause Analysis (RCA) to maintain 99.9% availability for critical business-critical applications.
- Ownership of deployment pipelines using Git and Bitbucket, identifying and reporting bugs to engineering teams while utilizing basic coding proficiency to improve deployment reliability.
- Design and improve internal automation and monitoring workflows, reducing manual investigative effort by 20% to support scaling operations.
- Collaborate with cross-functional teams to perform deep-dive technical troubleshooting on Linux systems and cloud services, ensuring compliance with security best practices.

### Incident Coordinator (Network & Service Operations)

May 2023 – February 2024

WAISL LIMITED, INDIA

- Diagnose and manage the end-to-end incident lifecycle for B2B support outages, reducing average resolution time by 30% through rigorous ITIL-based Root Cause Analysis.
- Ownership of customer-facing support and vendor escalations, collaborating with internal Operations teams to ensure rapid bug reporting and resolution for service owners.
- Improve proactive incident detection by 15% using SQL and Power BI dashboards to perform log analysis and identify systemic pain points in operational services.
- Design mitigation actions and business continuity plans by identifying risks, utilizing low-code tooling to streamline internal coordination during outages.

### Technical Support Executive (IT & Network Support)

December 2019 – May 2023

C1 INDIA PVT. LTD., INDIA

- Diagnose and resolve L2 technical issues across layers, maintaining 98% customer satisfaction in a high-volume B2B support environment.
- Ownership of bug reporting and UAT coordination in Jira for 500+ user systems, reducing investigative effort by 35% through improved internal documentation.
- Improve support consistency and onboarding efficiency by contributing to SOPs and knowledge bases, leveraging internal automation to scale capacity.
- Collaborate with engineering teams to troubleshoot high-volume trouble tickets, consistently exceeding SLA targets through technical troubleshooting and manual effort reduction.

## **Education**

**B.E. in Electronics & Telecommunication**

*June 2015 – July 2019*

SHREE RAYESHWAR INSTITUTE OF ENGINEERING & IT, GOA

## **Additional Skills**

**Core Technical Support:** Technical Troubleshooting, Log Analysis, Root Cause Analysis, SQL, Bug Reporting, B2B software support, Basic Coding Proficiency

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

**Tools & Operations:** Low-code tooling, Internal automation, Jira, Git & Bitbucket, ServiceNow, Power BI Reporting

**Methodologies & Soft Skills:** ITIL, Incident & Change Management, Customer-facing Support, Internal documentation, IT Security & Compliance

## **Certifications**

- Certified in Cybersecurity - 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)