


Sainil Bandodkar

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Professional Summary

Results-oriented IT professional with 5+ years of experience in cloud computing, cybersecurity, and IT operations. Proficient in managing GCP and Azure environments, automating infrastructure with Terraform, and enhancing system reliability through ITIL-based incident management. Certified in Cybersecurity (CC) by ISC2, with a strong foundation in network defense and access control. Proven track record in reducing downtime and improving operational efficiency across cross-functional teams.

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:** Security Operations, Network Security, Access Control, Security Best Practice, BC & DR, Incident Response
- **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

- **Certified In Cybersecurity (CC)**
ISC2, August 2025
- **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.