

Sainil Bandodkar

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Professional Summary

Results-driven IT professional with **5+ years of experience** in IT operations and Tech Support,including **2 years of relevant work in cloud computing and security** . Skilled in **GCP, Azure, Cybersecurity, and ITIL** processes with expertise in security, incident management, and network defense. **Certified in cybersecurity and cloud technologies** with a proven record of enhancing system reliability and operational efficiency.

Experience

Helmerich & Payne Febraury 2024 – June 2025
Rig Technology Technician II Goa

- Deployed and configured applications on **Linux** systems, achieving **99.9% uptime** through **Git and Bitbucket**.
- Led **data migrations across GCP and Physical Servers**, ensuring 100% data integrity and reducing migration **time by 25%**.
- Improved system **performance by 20%** via proactive **cloud monitoring and optimization**.
- **Conducted audits** on information **security practices** to maintain **compliance** with global standards.

Waisl Limited May 2023 – Febraury 2024
Incident Coordinator Goa

- Managed the incident lifecycle using **ITIL frameworks**, cutting **resolution time by 30%**.
- Created interactive dashboards with **Microsoft Power BI**, enabling **15% faster issue detection**.
- **Coordinated** with internal teams and vendors to **resolve escalated incidents** efficiently.
- **Strengthened business continuity** planning by identifying risks and developing **mitigation strategies**.

C1 India Pvt. Ltd. December 2019 – May 2023
Technical Support Executive Mumbai

- **Delivered technical support** with **98% client satisfaction**, resolving complex issues via phone and email.
- **Configured and maintained** 500+ workstations, reducing setup **time by 35%**.
- Utilized **Jira for UAT**, ensuring full compliance with requirements.
- Designed **standard operating procedures** that improved **team consistency and service delivery**.

Skills

Soft Skills

Technical Support, Collaboration, Problem Solving, Communication

IT Operations

Linux & Windows Administration, ITIL Processes, Infrastructure Monitoring, Service Desk Management

Cybersecurity

Security Operations, Incident Response, Access Control, Network Security, Risk Mitigation, Compliance

Cloud & Infrastructure

Google Cloud Platform (GCP), Microsoft Azure, Terraform, Ansible, Cloud Security

Networking

Troubleshooting, Ericsson Wireless Certified, Firewalls, TCP/IP

Tools & DevOps

Git, Bitbucket, GitHub, Jira, ManageEngine, Slack, Power BI, CI/CD Concepts

Programming & Automation

Python, Shell Scripting, Infrastructure as Code (IaC)

Certifications

Certified in Cybersecurity (CC) August 2025
ISC2

Google Cloud Cybersecurity Certificate November 2024
Google Cloud

Google Cloud Computing Foundations August 2024
Google Cloud

Certified Network Professional July 2024
Ericsson Wireless Solution

Python 3 Course August 2025
Codecademy

Education

Shree Rayeshwar Institute of Engineering & IT 2015 - 2019
Electronics & Telecommunication Bachelor of Engineering

- Internship: Andrew Telecommunication India Pvt. Ltd. (2019)

Fr. Agnel Multipurpose Higher Secondary School 2013 - 2015
Science Higher Secondary School Certificate

Projects

IoT Energy Meter 2019

Built a smart meter using ThingSpeak IoT, cutting monitoring costs by 15% and enabling theft detection.

IoT, ThingSpeak, Python, Electronics

Web Development 2022

Designed a business website on Wix, increasing client engagement by 20%.

Wix, HTML, Website, Business