



Bindu C K

Senior Engineer Specialist · Technical Support & AI-Augmented Workflows

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PROFILE

Senior Engineer Specialist at Concentrix with 2 years 3 months of customer technical support on Microsoft platforms. I pair structured troubleshooting with AI assistants such as **Claude** and **Microsoft Copilot** to understand cases faster, write clearer answers for customers, and turn fixed issues into shared team knowledge. I also have an engineering background in Java/Spring Boot, the MERN stack, SQL, Docker and blockchain, plus internships in cybersecurity and Web3 development.

EXPERIENCE

Senior Engineer Specialist · Concentrix Dec 2023 – Present

- Provide customer technical support for Microsoft tools and platforms, from first diagnosis through to resolution, across a large and diverse team.
- Use **Claude** and **Microsoft Copilot** as working partners: summarising long case histories and error logs, suggesting possible root causes, and checking proposed fixes against official documentation.
- Draft customer replies, step-by-step troubleshooting guides and internal knowledge-base notes with AI help, then check every draft myself for technical accuracy, tone and customer-data privacy.
- Keep a library of reusable prompts for common case types (triage, escalation summaries, follow-ups) so replies stay consistent and handovers are quicker.
- Recognised by the organisation several times for going beyond expectations to reach the best solution for the customer.

INTERNSHIPS

Blockchain Developer Intern · SignaX 12 months

- Helped build SignaX, a Web3 platform that lets users mint their own digital assets.

Cyber Security Intern · Pisque Software Solutions 3 months

- Learned how cybersecurity practices are applied in real-world environments, working alongside an experienced team.
- Worked on a live project built with Microsoft Power Apps and other Office 365 applications.

PROJECTS

Tamper-Proof Digital Documents 10 months · Blockchain

- Led a 10-month project to build blockchain-backed, tamper-proof digital documents for universities, students and government bodies.
- Improved document security and integrity by 20% and cut document turnaround time by 15%.

Lost & Found Web Platform 122 days · Full stack

- Built a website that any organisation can use: members sign in to report lost items, and anyone who finds an item on the premises can notify the owner and return it.

AI TOOLKIT

Claude (Anthropic) Claude Code
Microsoft Copilot ChatGPT
Prompt engineering

How I use it

- Case & log summaries
- Root-cause hypotheses
- Customer reply drafting
- Knowledge-base writing
- Scripting & automation help
- Human review of every output

SKILLS

Support

Customer handling Technical analysis
Troubleshooting Escalations

Microsoft

Power Apps Office 365

Engineering

Java Spring Boot MERN stack
SQL Docker CI/CD
Blockchain / Web3

EDUCATION

B.E. / B.Tech

Malnad College of Engineering, Hassan · 2023

Class 12

JSS PU College for Women, Mysore · 2019

Class 10

Jawahar Navodaya Vidyalaya, Mandya · 2015

LEADERSHIP

Secretary, ME-RIISE Foundation (college)
Public speaking · Tutoring · Content creation

LANGUAGES

English · Kannada · Hindi

INTERESTS

Content writing, reading, dancing, singing