Shon Caspy

Target: Ingeniero/a de soporte

Madrid, Spain | narubian@gmail.com | +34 627 28 09 95 | linkedin.com/in/shon-caspy

Summary

Madrid-based technical support professional specializing in application support (soporte de aplicaciones), Level 2 technical support and integration troubleshooting across banking, Microsoft 365 SaaS and healthcare. Delivered approximately 4.9/5 CSAT at Teleperformance while resolving complex administrator issues. Combines monitoring (monitorización), interface diagnostics and user support (soporte a usuarios) with practical automation and clear customer communication.

Technical Skills

Soporte de aplicaciones: Level 2 technical support; production integration operations; B2B Microsoft 365 SaaS support; Outlook, Office applications and Windows 10/11 troubleshooting.

Monitorización de aplicaciones: Splunk dashboards, SPL, Regex, error views, operational KPIs, alert rules and service-health reporting during major incidents.

Análisis de incidencias y errores; Capacidad analítica: ServiceNow incident investigation, log correlation, root-cause analysis, SQL data validation, discrepancy investigation and structured recovery datasets.

Comprobación de interfaces entre aplicaciones: MuleSoft flow tracing, GitLab source inspection, cross-system fault isolation, REST APIs, Postman request chaining and JSON data handling.

Soporte a usuarios: Remote desktop support; Identity and access management troubleshooting; Azure Active Directory, Intune, permissions, licensing, Exchange Online, OneDrive and SharePoint.

Trabajo en equipo: Engineering collaboration, international teamwork, Confluence runbooks, technical mentoring, technician task allocation and shared application development.

Buena actitud y ganas de aprender: Customer de-escalation, service-focused troubleshooting, Microsoft 365 technical training and practical learning through guided configuration work.

Inglés B2-C1: Native English, C1/C2; daily professional communication and support delivery, meeting the inglés B2-C1 requirement.

Professional Experience

Information Technology Operations Specialist | **Western Union**
August 2023 - February 2026

- Provided Level 2 technical support through ServiceNow for production MuleSoft integrations; traced logs and upstream/downstream source flows to identify failing application interfaces and route incidents to the responsible team.
- Built Splunk dashboards and alerts covering error rates, onboarding activity and transaction metrics by country, normalizing inconsistent log formats with Regex to give engineering managers actionable platform-health visibility.
- Built a Splunk card-link failure view and Postman recovery collection chaining REST API calls and JSON variables; manually exported identifier pairs as CSV for batch recovery, with team adoption within about two days.
- For the same card-link and alert-reduction effort, documented three-way error correlation in Confluence and coordinated BigPanda suppression and Mambu engineering remediation; alerts fell 80%, then 90%.
- Automated identification of invoice-generation reruns by parsing ten inconsistently phrased local log files with Regex and matching recorded successes and failures against the source Excel file.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap, checking completeness and converting Splunk log data into the fields requested for downstream requeue.

L2 Operations Support | **NEO (getneo.com)**
November 2022 - February 2023

- Wrote SQL queries for cross-system ledger reconciliation and data-consistency investigation; separately built a Python proof of concept connecting Slack to Azure DevOps ticket creation.

Technical Support Engineer | **Teleperformance**
April 2021 - February 2022

- Sustained approximately 4.9/5 CSAT while handling several hundred Microsoft 365 administrator cases per week, resolving complex, high-friction customer issues within a severely understaffed support team.
- Delivered B2B Microsoft 365 Concierge support across Azure Active Directory, Intune, permissions, licensing groups, Teams group management, Exchange, mailbox recovery, retention, OneDrive and SharePoint-backed storage.
- Resolved a repeatedly failing mailbox migration using PowerShell to identify an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Investigated undocumented permission overlaps, nested group inheritance and RBAC role groups; guided customer administrators through hybrid configuration and on-premises-to-cloud migration issues across identity and Exchange.
- Supported colleagues through Microsoft 365 admin-center training, demonstrated Exchange Online PowerShell connection steps and cloud-folder drive mapping, and mentored the following training intake.

Information Technology Team Manager | **Centro Medico La Paz**
August 2020 - May 2021

- Managed a three-person IT function across one hospital compound, maintaining staff PCs, network printers and sticker printers through practical component replacement under severe hardware scarcity.
- Recovered Exchange mail service through a full server restore using AOMEI Backupper and self-maintained NAS storage; performed mailbox recoveries and managed storage capacity manually.
- Administered Windows Server DNS and DHCP records together, configured network printers on users' PCs and edited existing Group Policy Objects for endpoint configuration.
- Allocated technicians to support tasks and coached a technician through live troubleshooting, using targeted hints to develop independent problem-solving while resolving user issues.

Service Engineer | **MAR Ltd**
March 2016 - January 2020

- Provided remote-desktop support and off-hours coverage for doctors and secretarial staff, resolving frozen clinical services, stuck CD printers and other blocked application workflows.
- Repaired orphaned examination and image relationships in a national DICOM/PACS and RIS environment, restoring correct linkage between examinations, images and clinical transcriptions.
- Helped build a shared support-ticket application using a C# .NET client and early XML storage, personally establishing its local server for IT staff and end users.
- Supported C# web interfaces and Microsoft servers; performed directed IIS configuration by setting up sites per endpoint, uploading files and opening ports according to instructions.

End User Support Specialist | **HOT Telecommunication**
January 2010 - January 2011

- Resolved consumer connectivity faults by telephone, isolating line, router and Windows configuration problems using IP settings, ping and traceroute while de-escalating frustrated callers.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- In a personal portfolio, authored 47 structured agent operating procedures and 24 executable skills incorporating model routing and verification gates for bounded automation workflows.

CCNA network fundamentals coursework (Personal Project)

- Studied approximately 40% of CCNA coursework, covering cabling, IP addressing and subnetting arithmetic; coursework remained incomplete and no certification was obtained.

Education

The Hebrew Reali School, GED, Computer Programming + Physics
July 2011