Shon Caspy

Target: Product Support Specialist - EMEA

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Summary

Technical support professional combining B2B SaaS product support, Level 2 technical support and deep investigation of complex integrations. Owns difficult cases through diagnosis and resolution, using logs, API requests, PowerShell and source-level tracing to uncover faults and provide precise engineering escalations. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator issues under high case volume. Balancing investigation, customer communication, and escalation quality: Combined detailed investigation and customer guidance with precise technical escalation to the responsible engineering team. EMEA: Based in Madrid, Spain, within EMEA. Europe: Based in Madrid, Spain, Europe.

Technical Skills

SaaS product support: Complex SaaS troubleshooting from initial report through resolution; B2B customer support across SMB and enterprise customers: Microsoft 365 administrator cases spanning Exchange Online, OneDrive, SharePoint, Intune and Office applications.

Configuration and access: Isolating configuration issues: identity and access troubleshooting, licensing, nested permissions, RBAC, mailbox associations, SPF/DMARC and hybrid configuration.

Technical investigation: Technical problem-solving and systematic reasoning; Independent investigation before escalating to Engineering: Splunk SPL, Regex, MuleSoft source tracing and cross-system fault localisation.

Customer service: Customer empathy and attention to detail; Balancing investigation, customer communication, and escalation quality: de-escalation, administrator guidance, precise escalation evidence and a customer experience supported by approximately 4.9/5 CSAT.

Communication and enablement: Clear, concise technical communication tailored to different audiences: administrator instructions, technician coaching, Confluence runbooks, practical demonstrations and support-team mentoring.

Ownership and collaboration: Strong ownership in asynchronous environments: independent investigation and asynchronous communication through documented technical findings and GitLab merge-request review for occasional assigned production changes.

Automation and data: Operational workflow automation: Postman REST APIs, JSON request chaining, CSV batch processing, log parsing and SQL investigation; Python ticket-creation proof of concept.

Europe / EMEA: Based in Madrid, Spain, within Europe and EMEA. Native English.

Professional Experience

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

- Delivered Level 2 technical support through ServiceNow, investigating production integrations across MuleSoft and third-party platforms. Traced logs into upstream and downstream integration code to localise faults before resolution or escalation.
- Built the card-link recovery workflow: defined alerts, created a Splunk view, manually exported identifier pairs as CSV and built a Postman collection chaining REST API calls. The L2 team adopted the collection within about two days.
- For the same recurring-incident improvement, documented three-way error classification and correlation evidence in Confluence, securing suppression approval. Coordinated BigPanda, management and Mambu engineers on suppression and their code fix; alerts fell 80%, then 90%.
- Automated identification of invoice-generation reruns by parsing ten inconsistently phrased local log files with Regex and matching successes and failures against the source Excel file.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap, repeatedly checking completeness and transforming Splunk log chunks into the ingestible fields requested for requeue.
- Built Splunk dashboards translating stakeholder questions into error-rate, onboarding and transaction KPIs. Served as the log and service-health reference during major incidents, reporting whether orchestration services were affected.

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

- Wrote SQL queries for ledger reconciliation and cross-system data validation; built a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items for internal ticket creation.

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

- Sustained approximately 4.9/5 CSAT across the role while handling several hundred Microsoft 365 administrator cases per week and resolving complex, high-friction issues on a severely understaffed team.
- Provided B2B support across SMB and enterprise customers, resolving permissions, licensing, Teams groups, Exchange recovery, retention, OneDrive and SharePoint storage issues, plus Outlook and Windows account problems.
- Resolved a repeatedly failing mailbox migration by investigating an unexpected cloud mailbox with PowerShell and correcting its association with the appropriate Azure Active Directory account.
- Investigated undocumented product behavior involving overlapping permission sets, nested group inheritance and RBAC role groups, reasoning from object relationships when published documentation did not explain effective access.
- Guided administrators through hybrid and on-premises-to-cloud configuration; supported small-business registrar and nameserver troubleshooting and corrected SPF/DMARC failures affecting legitimate mail routing.
- Mentored the second training intake and guided practical Microsoft 365 course exercises, demonstrating Exchange Online PowerShell connection steps and cloud-folder mapping as a Windows network drive.

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

- Managed a three-person IT function across one hospital compound, allocating support tasks and coaching a technician through live troubleshooting to develop independent resolution skills.
- Recovered Exchange mail service after a configuration failure using AOMEI Backupper and self-maintained NAS storage; performed mailbox recoveries and managed storage capacity to retain restore points.

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 and printing blockers; repaired orphaned DICOM/PACS relationships to restore clinical-record linkage.
- Helped build an internal support-ticket application using a C# .NET client and early XML storage, personally standing up the local server for shared request tracking.

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

- Resolved telephone connectivity cases while de-escalating frustrated customers; separated line, router and Windows faults using IP configuration, DHCP symptoms, ping, traceroute and remote consumer-router configuration.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Authored 47 structured agent operating procedures and 24 executable skills for personal automation, defining model routing and verification gates; evaluated outputs through probes, scorecards and explicit success checks.

Education

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