Shon Caspy

Target: Application Support Analyst - 26194

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

Summary

Application support professional with customer-facing SaaS, healthcare application and Level 2 technical support experience across Microsoft 365 and production financial integrations. Maintained approximately 4.9/5 CSAT at Teleperformance while resolving complex administrator issues under sustained case volume. Combines independent technical troubleshooting, REST API recovery, actionable engineering escalations and practical customer guidance. UI and API troubleshooting, diagnosis, and resolution: Troubleshot user-facing application issues and diagnosed integration failures, using Postman REST API calls to recover failed card activations.

Technical Skills

Application support and customer-facing support: B2B SaaS administrator support, Level 2 technical support, ServiceNow incident handling, healthcare applications and production MuleSoft integrations.

UI and API troubleshooting, diagnosis, and resolution: User-facing application faults; Postman REST API request chaining, JSON, SQL and Regex; Python automation demonstrated through an employment-context proof of concept.

Microsoft 365 Suite: Office applications, Outlook, Exchange Online, OneDrive, SharePoint, Teams groups, Azure Active Directory, Intune, licensing, permissions and Windows 10/11 support.

Customer communication and education: Customer experience, configuration guidance and telephone de-escalation. English proficiency: Native, C1/C2; professional English communication in technical service delivery.

Accurate case documentation: Confluence runbooks, incident classifications and diagnostic evidence. Familiarity with ITIL incident, event and change management practices and Microsoft Dynamics 365 Customer Service.

Task and project management: Technician task allocation, operational automation delivery, cross-team remediation coordination and acceptance decisions for personal automation projects.

Independent problem-solving: Undocumented identity and permission faults, PowerShell investigation, cross-system fault isolation and Exchange recovery without vendor support.

Team collaboration: Engineering escalations, international teamwork, technical mentoring and shared application delivery; translating stakeholder requirements into practical operational dashboards.

Professional Experience

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

- Worked Level 2 ServiceNow incidents across production financial integrations, tracing Splunk errors into MuleSoft source in GitLab and following upstream and downstream data flows to identify the responsible system before resolution or escalation.
- Built a Postman collection chaining 7–9 REST API calls for failed card-link recovery. Created the associated Splunk view and manually exported CSV identifier pairs for batch processing; the L2 team adopted the collection within about two days.
- For the connected card-link and alert-noise problem, documented three-way classification evidence in Confluence and coordinated suppression with BigPanda and management, plus a code fix by Mambu engineers; alerts fell 80%, then 90%.
- Translated engineering managers' requirements into Splunk dashboards covering error rates, onboarding and transaction KPIs by country. Normalized inconsistent log formats with Regex and reported orchestration service health from metrics during major-incident discussions.
- Automated identification of invoice-generation reruns after a MuleSoft service relocation, using Regex to parse ten inconsistently phrased log files and reconcile success and failure records against the source Excel file.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap, searching Splunk, repeatedly checking completeness and formatting records to the receiving team's required fields for downstream requeue.

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

- Wrote SQL queries for ledger reconciliation and data-consistency validation across financial systems, investigating discrepancies through query-based analysis during a short operations assignment.
- Developed a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items to automate internal ticket creation, demonstrating practical cross-tool workflow automation.

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

- Maintained approximately 4.9/5 CSAT while handling several hundred Microsoft 365 administrator cases per week in a severely understaffed Concierge team, resolving complex, high-friction business-customer issues.
- Supported tenant administrators across Office applications, Outlook, Exchange Online, OneDrive, SharePoint, Teams groups, Intune, licensing and permissions, including Windows 10/11 account and mail issues affecting users' devices.
- Resolved a repeatedly failing mailbox migration by using PowerShell to locate an unexpectedly named cloud mailbox and correct its association with the appropriate Azure Active Directory account.
- Investigated undocumented access problems involving overlapping permissions, nested-group inheritance and RBAC role groups, reasoning from object relationships to resolve behavior absent from available documentation.
- Educated customer administrators through hybrid and on-premises-to-cloud migration configuration; guided business owners through registrar and nameserver settings and diagnosed SPF and DMARC problems affecting mail routing.
- Attended a month-long Microsoft 365 admin-center course, helped colleagues with practical Exchange Online PowerShell exercises and mentored the following training intake as a technical reference.

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

- Managed a three-person IT function serving a hospital compound, allocating technician tasks and maintaining staff PCs and printers under replacement-part scarcity; coached a technician toward independent troubleshooting during live support.
- Recovered Exchange mail service through a full server restore using AOMEI Backupper and self-maintained NAS storage; performed mailbox recoveries and managed storage capacity to preserve available restore points.

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

- Provided remote application support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services and printer-related workflow blockers across a national healthcare operation.
- Repaired orphaned examination and image relationships in DICOM/PACS and RIS systems, restoring links to the correct clinical transcriptions and supporting accurate clinical-record access.
- Helped build a shared support-ticket application using a C# .NET client and XML storage, personally setting up the local server so IT staff and users could raise and track requests.

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

- Delivered front-line telephone connectivity support, isolating line, router and Windows faults through IP checks, ping and traceroute while de-escalating frustrated callers through to resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Designed personal AI automation procedures and validation gates, directing materially agent-assisted implementations and evaluating outputs through probes, scorecards and explicit success checks; authored 47 structured operating procedures and 24 executable skills.

Education

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

Languages

Fluent English (Native)