Shon Caspy

Target: Splunk Monitoring Specialist

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Summary

IT operations professional with strong hands-on Splunk Enterprise experience developing searches, dashboards, alerts and operational recovery workflows for global digital banking in a regulated environment. Combined log analysis, correlation proofs and API recovery automation with engineering coordination to reduce recurring alerts by 80%, then 90%. Brings Level 2 technical support, cross-system troubleshooting and administrator-facing Microsoft 365 SaaS support experience, including approximately 4.9/5 CSAT while resolving complex customer issues. English proficiency: Native English; C1/C2 proficiency, used daily in technical support and service delivery. Dashboard and metrics development: Developed Splunk dashboards and metrics for error rates, onboarding activity and transaction activity by country. Monitoring, observability, and system analytics: Monitoring, observability and system analytics through Splunk logs, service-health metrics, dashboards, alerts and correlation analysis. Ability to work in an international technical environment: Worked with international technical teams across time zones in a multi-region digital banking environment. observability: Operational observability through log analysis, service-health metrics and Splunk dashboards; personal-project experience with LangWatch tracing. system analytics: System analytics using SPL, regex and SQL to investigate operational data, correlate failures and develop health metrics.

Technical Skills

Monitoring, observability, and system analytics: Splunk (Enterprise), advanced SPL, Regex, correlation-ID analysis, log normalization, production service monitoring and evidence-based alert classification.

Dashboard and metrics development: Stakeholder-led dashboards, alerts and KPIs covering error rates, onboarding rates, transaction counts and sums by country; service-health reporting and source-field normalization.

Incident investigation and performance troubleshooting: ServiceNow incident analysis, BigPanda signals, MuleSoft source tracing, fault localization, connectivity slowness diagnosis, ping, traceroute and speed tests.

Automation knowledge: Operational automation using Postman, REST APIs, JSON request chaining, CSV batch inputs and Regex log processing; Python ticket-creation proof of concept; Git/GitLab reviewed changes.

Technical support and enablement: Level 2 technical support; B2B Microsoft 365 SaaS support; PowerShell investigation, identity and access troubleshooting, permissions, licensing, Confluence runbooks and practical peer mentoring.

Infrastructure and operational data: Windows Server, DNS/DHCP consistency, existing Group Policy editing, Exchange recovery, NAS backup operations, SQL data validation and structured recovery-dataset preparation.

Ability to work in an international technical environment: Cross-time-zone technical collaboration in multi-region banking operations. English proficiency: Native, C1/C2, used daily in technical support and service delivery.

Professional Experience

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

- Built Splunk dashboards for engineering managers, translating stakeholder questions into KPIs for error rates, onboarding per hour/day and transaction counts and sums by country. Normalized inconsistent formats with Regex and created alerts for flows without successes for suspiciously long periods.
- Built the connected card-link detection and recovery workflow: defined alerts, created a Splunk view exposing Marqeta/card ID pairs, manually exported CSV inputs and developed a Postman collection chaining REST API calls. The L2 team adopted it within about two days.
- For the same card-link/noise problem, proved three-way error classification using SPL and Regex, documented the evidence in Confluence and secured BigPanda suppression approval. Coordinated suppression with tool owners and root-cause fixes with Mambu engineers; alerts fell 80%, then 90%.
- Investigated ServiceNow incidents by correlating logs and tracing upstream/downstream MuleSoft code retrieved from GitLab, localizing faults across vendor boundaries. Acted as the log and service-health reference in major-incident discussions, reporting whether orchestration services were affected.
- Automated invoice-rerun identification after a MuleSoft service moved locally, using complex Regex to parse ten inconsistently phrased log files and match successes and failures against the source Excel file, replacing hours of manual searching.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap. Used Splunk searches, Marqeta-team guidance and repeated completeness checks to format log data into the Snowflake team’s requested fields for downstream requeue.

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

- Wrote substantial SQL queries for ledger reconciliation, data validation and discrepancy investigation across financial systems.
- Developed a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items to automate internal 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 on a severely understaffed team, resolving complex, high-friction issues through customer-facing technical support.
- Delivered B2B Microsoft 365 SaaS support across Azure Active Directory, Intune, permissions, licensing, Exchange Online, retention, OneDrive and SharePoint; supported Outlook and Windows 10/11 account and mail issues.
- Resolved a repeatedly failing mailbox migration using PowerShell to identify an unexpectedly named mailbox and correct its Azure Active Directory account association; also investigated undocumented permission inheritance and RBAC edge cases.
- Guided administrators through hybrid and on-premises-to-cloud configuration issues. Mentored the following training intake and helped colleagues apply Exchange Online PowerShell and SharePoint/OneDrive techniques during practical course exercises.

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

- Managed a three-person IT function across one hospital compound, assigned technician tasks and coached a technician toward independent live-call resolution while maintaining staff PCs and printers under hardware scarcity.
- Administered DNS/DHCP records and recovered Exchange mail service through a full server restore using AOMEI Backupper and self-maintained NAS storage; also performed routine mailbox recoveries and managed backup-storage capacity.

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

- Provided remote support and off-hours coverage for clinicians and administrative staff, resolving frozen services and printing blockers. Repaired orphaned DICOM/PACS examination-image relationships to restore correct clinical-transcription linkage.
- Helped build a C# .NET ticketing application and stood up its local server, giving IT and end users a shared route to raise and track requests; also executed service releases and incremental backups.

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

- Diagnosed connectivity failures and slowness using client IP configuration, line sampling, speed tests, ping and traceroute; remotely corrected consumer-router settings and de-escalated frustrated callers through to resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- In personal projects, instrumented an LLM endpoint with LangWatch tracing and fallback-chain telemetry, and designed probes, scorecards and explicit success/failure checks for automation validation.

Education

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

Languages

Fluent English (Native)