# Shon Caspy

Target: Workplace Engineer

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## Summary

IT operations and support professional with Modern Workplace experience spanning Microsoft 365, Microsoft Intune administrator cases, Windows 10/11 troubleshooting and identity access issues. Delivered B2B SaaS support to Microsoft 365 tenant administrators, sustaining approximately 4.9/5 CSAT while resolving complex, high-friction cases. Combines Level 2 technical support, operational automation, Windows infrastructure support, technical documentation and colleague coaching across banking and healthcare environments.

## Technical Skills

Modern Workplace: Microsoft 365 environments; Microsoft Intune administrator-facing support; Windows 10/11 account, licensing, Outlook and device-related troubleshooting.

Microsoft Teams, Exchange Online, SharePoint, and OneDrive: Teams group management; mailbox recovery, retention, collaboration permissions, cloud storage and hybrid migration guidance.

Identity-driven security: Azure AD / Microsoft Entra ID support; Identity and access management troubleshooting covering permissions, nested group inheritance and RBAC role groups.

ITSM tools such as ServiceNow: ITSM incident handling, Level 2 technical support, batch investigation, operational reporting and support-request tracking.

Advanced troubleshooting and analytical problem-solving: PowerShell investigation, Splunk SPL, Regex, integration-flow diagnosis, REST API recovery workflows and TCP/IP fault isolation.

Windows infrastructure and endpoint configuration: Windows Server, DNS, DHCP, existing Group Policy Object editing, PC and printer maintenance, Exchange recovery and NAS backup operations.

Stakeholder management; Project coordination: Engineering remediation coordination and requirements clarification; Collaborative and proactive mindset demonstrated through adopted recovery tooling and shared application delivery.

Technical communication: Confluence documentation and runbooks, administrator guidance, service-health reporting, training support, technician coaching and customer de-escalation.

## Professional Experience

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

- Provided Level 2 technical support through ServiceNow, tracing production integration failures across MuleSoft services and vendor boundaries; reported orchestration service health from logs and metrics during major incidents.
- Built the Splunk detection view and Postman REST API collection for card-link recovery, manually exporting identifier pairs as CSV for batch processing; the L2 team adopted the collection within about two days.
- Documented the same recovery initiative's three-way error classification using SPL, Regex and Confluence; coordinated suppression approval and engineering remediation, bringing alerts down 80%, then 90%.
- Translated engineering managers' requirements into Splunk dashboards covering error rates, onboarding and transaction measures by country, normalising inconsistent source formats with Regex to provide live platform-health visibility.
- 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.

**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 connecting Slack with Azure DevOps work items for 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 Concierge team.
- Delivered B2B Microsoft 365 SaaS support across Microsoft Intune, licensing, Exchange Online, SharePoint and OneDrive; performed day-to-day Teams group management for business-subscription tenant administrators.
- Supported Windows 10/11 PCs and Outlook where account conflicts, licensing, Intune or mail issues surfaced on user devices, alongside Office applications and local-file troubleshooting.
- Resolved undocumented Azure AD / Microsoft Entra ID permission problems involving overlapping access, nested group inheritance and RBAC role groups, reasoning from object relationships and using targeted PowerShell investigation.
- Repaired a repeatedly failing mailbox migration by locating an unexpected cloud mailbox with PowerShell and associating it with the correct account; also guided administrators through hybrid and cloud migration configuration.
- Served as a technical escalation reference and mentored the second training intake, helping colleagues with Microsoft 365 administration exercises and demonstrating Exchange Online PowerShell connectivity and cloud-folder access.

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

- Managed a three-person IT function within one hospital compound, allocating technician assignments and coaching a colleague through live troubleshooting to develop independent resolution skills.
- Maintained staff PCs, network printers and sticker printers under severe replacement-part scarcity, using component swaps to keep devices functioning and configuring network printers on end-user PCs.
- Administered Windows Server DNS and DHCP together, aligning new machines' static addresses with matching records and configuration; edited existing Group Policy Objects when endpoint configuration required changes.
- Recovered the hospital's Exchange server after a configuration failure using AOMEI Backupper free edition and self-maintained NAS storage; performed routine mailbox recoveries and managed storage capacity manually.

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

- Provided remote-desktop support to doctors and medical secretaries, including off-hours coverage, resolving frozen clinical services and stuck CD printers to restore clinical and administrative workflows.
- Administered DNS and DHCP for the internal Windows Server estate, edited existing Group Policy Objects, configured network printers and co-administered SIP telephony supporting softphones and desk telephones.
- Helped build a C# .NET support-ticket application and stood up its local server; separately executed server-side service releases and backup operations, including incremental schedules.

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

- Restored consumer broadband connectivity through telephone diagnosis and remote router configuration, isolating line, DHCP and Windows faults with IP checks, ping and traceroute while de-escalating frustrated callers.

## Personal Projects

**Personal AI Automation & Local Inference Portfolio (Personal Project)**

- In a personal automation portfolio, authored 47 structured agent operating procedures and 24 executable skills incorporating model-tier routing and verification gates, demonstrating process documentation and prompt engineering.

**CCNA network fundamentals coursework (Personal Project)**

- Studied approximately 40% of CCNA coursework, covering cabling, octets, bit-level addressing and subnetting arithmetic, including the relationship between subnet counts and available host addresses.

## Education

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