Shon Caspy

Target: AI Integrations Engineer (Open Source · Web Search)

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Summary

Integration operations specialist combining production API troubleshooting, adopted workflow automation and hands-on personal projects with AI agents. Independently built REST API recovery tooling used by Western Union's L2 Operations team within about two days, and directed agent-assisted LangGraph systems with explicit routing, validation and acceptance constraints. Brings technical documentation, reviewed GitLab changes and administrator-facing Microsoft 365 support that sustained approximately 4.9/5 CSAT. Fluent written and spoken English: Native English; recorded C1/C2 proficiency, used daily in professional communication.

Technical Skills

Python and integrations: Python integration scripting; building integrations through REST API request chaining, JSON handling, Postman collections and webhooks; Slack-to-Azure DevOps proof-of-concept automation.

Agent frameworks: Hands-on experience with at least one agent or automation framework: personal LangGraph systems with typed state, conditional edges and bounded replanning; additional n8n workflow automation.

AI tooling: AI agents: differentiated Claude, Antigravity and Hermes roles; OpenClaw workflows; practical use of open source agent frameworks, local models, LM Studio and LangWatch tracing.

Execution and validation: Independent prioritization and self-directed execution: repetitive-work identification, architecture selection, acceptance constraints, deterministic checks, dataset completeness validation and coding-agent output review.

Code and troubleshooting: Git and GitLab branches, merge requests and reviewed production merges; MuleSoft source tracing; Splunk SPL, Regex, SQL, Playwright and Chrome DevTools Protocol.

Documentation and communication: Clear technical writing and technical documentation: Confluence runbooks, correlation proofs, structured agent procedures and mentoring. Fluent written and spoken English; Native, recorded C1/C2.

Operational support: Level 2 technical support; cross-system fault isolation; ServiceNow incident handling; B2B Microsoft 365 SaaS support, PowerShell investigation, permissions, licensing and identity troubleshooting.

Professional Experience

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

- Independently replaced a manual nine-step card-recovery process with chained Postman REST calls. Built the associated Splunk detection view, manually exported ID pairs to CSV and enabled batch recovery; L2 adopted the collection within about two days.
- For the same recovery effort, proved three-way error classification using SPL and Regex, documented the logic in Confluence and coordinated suppression approval and Mambu engineering remediation; alerts fell 80%, then 90%.
- Traced failing services through GitLab source and upstream/downstream MuleSoft flows. Delivered approximately three assigned changes through separate branches, manager-reviewed merge requests and production merges within the operations role.
- Automated invoice-rerun identification 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 fields requested for downstream requeue.
- Built Splunk dashboards and alerts for engineering managers, normalizing inconsistent formats into usable fields and translating stakeholder needs into error-rate, onboarding and country-level transaction KPIs.

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

- Built a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items to automate internal ticket creation.
- Wrote substantial SQL queries for ledger reconciliation, cross-system data validation and discrepancy investigation across financial systems.

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

- Sustained approximately 4.9/5 CSAT while handling several hundred Microsoft 365 administrator cases weekly, resolving complex, high-friction issues within a severely understaffed Concierge team.
- Supported business tenant administrators across Azure Active Directory, Intune, Exchange Online, OneDrive and SharePoint, addressing permissions, licensing, retention, mailbox recovery and Windows account conflicts.
- Used PowerShell to identify an unexpectedly named cloud mailbox and correct its Azure Active Directory account association, resolving a migration that ordinary attempts had failed to complete.
- Guided colleagues through Microsoft 365 course exercises, demonstrated Exchange Online PowerShell connection procedures and mentored the following training intake as a practical technical reference.

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

- Managed a three-person hospital IT function under hardware scarcity, prioritized technician assignments and coached a technician toward independent resolution during live support calls.
- Worked with Microsoft servers and C# operational interfaces; recovered Exchange service and user mailboxes using AOMEI Backupper and self-maintained NAS storage.

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

- Helped build an internal ticketing application with a C# .NET client and early XML storage, personally standing up the local server for shared request tracking.
- Developed and tested service files locally before promoting them to live servers; provided remote healthcare-user support and off-hours coverage for blocked clinical and administrative workflows.

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

- Diagnosed consumer connectivity faults by phone, separated line, router and Windows configuration problems, remotely corrected CPE settings and de-escalated frustrated callers through resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Directed agent-assisted Python/LangGraph planning and OpenClaw workflows, defining typed StateGraph state, conditional routing, clarify-or-assume gates, bounded replanning and sequential agent state transfer; evaluated native Groq and subprocess execution modes.
- Selected architectures and acceptance constraints for personal automation systems; assigned Claude, Antigravity, Hermes and local models distinct roles, rejecting falsely completed work and revising task allocation.
- Authored 47 structured agent operating procedures and 24 executable skills, incorporating model-tier routing and verification gates as process-design and prompt-engineering artifacts.
- Designed probes, scorecards, provenance and explicit success checks to evaluate automation outputs; compared local models on identical agentic tasks with auto-checked results and residency constraints.
- Used n8n for personal workflow automation and built browser automation infrastructure with Playwright and Chrome DevTools Protocol profile management.
- Deployed a live personal SaaS stack using Next.js, Vercel, Supabase, Clerk and Stripe; separately instrumented an LLM endpoint with LangWatch tracing and fallback-chain telemetry.

Education

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

Languages

Fluent English (Native)