Shon Caspy

Target: Key User Service Desk

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Summary

Service desk and technical support professional with experience spanning Level 2 technical support, B2B Microsoft 365 SaaS support, Windows environments and healthcare IT. Sustained approximately 4.9/5 CSAT while resolving complex administrator issues under high case volume. Combines structured troubleshooting, technical escalation handling, practical infrastructure administration and reusable documentation to resolve recurring faults and support users. Log analysis and structured error investigation: Structured log analysis and error investigation using Splunk, regex, correlation IDs and source-level integration tracing. Microsoft Windows 10/11 and Windows Server operating systems: Windows 10/11 support within Microsoft 365 administrator cases and Windows Server administration covering DNS and DHCP. Microsoft 365 services including Outlook, Teams, OneDrive, and SharePoint: Administrator-facing Microsoft 365 support across Outlook, Teams group management, OneDrive and SharePoint. Security requirements, access control principles, and incident handling procedures: Practical awareness of security and access control through permission inheritance, RBAC, SPF/DMARC troubleshooting and established incident-routing practices. Active Directory, group policies, user and group administration, and permission analysis: Active Directory support and editing existing Group Policy Objects, alongside Microsoft 365 user/account, group and effective-permission troubleshooting.

Technical Skills

Service desk operations: ITSM and incident management using ServiceNow; service requests and ticket lifecycle management through operational request tracking, classification, investigation, routing and resolution.

Windows environments: Microsoft Windows 10/11 and Windows Server operating systems: client account, licensing, Intune and mail troubleshooting; server administration covering DNS and DHCP; network printer configuration.

Microsoft 365 support: Microsoft 365 services including Outlook, Teams, OneDrive, and SharePoint; Exchange Online mailbox recovery and retention. Microsoft 365 access and synchronization troubleshooting covering permissions and hybrid mailbox migration issues.

Directory and identity: Active Directory, group policies, user and group administration, and permission analysis: existing GPO editing, account associations, licensing groups, nested inheritance and RBAC. Azure Active Directory identity management within administrator support.

Network troubleshooting: Basic connectivity troubleshooting: DNS, DHCP, IPv4 configuration, ping, traceroute, line sampling and Wi-Fi checks. Network fundamentals include addressing and subnetting; demonstrated mapping of cloud storage as a Windows network drive.

Remote diagnostics and scripting: Remote support tools and diagnostic methods: remote-desktop control, remote router configuration and targeted PowerShell queries. Basic scripting through Windows PowerShell administration and a Python ticket-creation proof of concept.

Security awareness: Security requirements, access control principles, and incident handling procedures: applied support experience with effective permissions, RBAC, SPF/DMARC troubleshooting, wireless access restrictions and routing incidents to responsible teams.

Investigation and knowledge: Log analysis and structured error investigation using Splunk, SPL, regex and correlation IDs; knowledge management through Confluence runbooks and documented diagnostic classifications; escalation handling supported by fault localisation and engineering evidence.

Professional Experience

Information Technology Operations Specialist | **Western Union**

August 2023 - February 2026

- Delivered Level 2 technical support through the ServiceNow incident queue, investigating integration failures and tracing data across internal services and third-party boundaries before resolving issues or routing them to responsible owners.
- Built a Splunk detection view and Postman REST API recovery collection for failed card linking, using a manual CSV transfer between them; the L2 team adopted the collection within about two days.
- For that same recurring-incident effort, documented three-way classification and correlation proof in Confluence; coordinated suppression approval and engineering remediation, bringing alerts down 80%, then 90%.
- Built Splunk dashboards for engineering managers, translating stakeholder needs into platform-health KPIs; contributed log and service-health evidence during major incidents to establish whether orchestration services were affected.

- Parsed inconsistent invoice-generation logs with regex, matched successes and failures against source Excel records, and automated identification of required reruns to reduce manual investigation.

L2 Operations Support | **NEO (getneo.com)**
November 2022 - February 2023
- Wrote SQL queries for ledger reconciliation and data-consistency checks; built a Python proof-of-concept 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 while handling several hundred Microsoft 365 administrator cases per week, resolving complex, high-friction issues within a severely understaffed support team.
- Provided B2B Microsoft 365 Concierge support across Outlook, Teams group management, OneDrive, SharePoint, Exchange, permissions and licensing; supported Windows 10/11 account, Intune and mail issues within administrator cases.
- Resolved undocumented access issues involving overlapping permissions, nested group inheritance and RBAC role groups, reasoning from object relationships and using targeted PowerShell investigation.
- Recovered a repeatedly failing mailbox migration by locating an unexpectedly named cloud mailbox with PowerShell and associating it with the correct Azure Active Directory account.
- Guided customer administrators through hybrid and on-premises-to-cloud configuration issues; diagnosed SPF and DMARC faults affecting mail routing and helped business owners investigate domain-resolution problems.
- Acted as a technical escalation point and guided colleagues' troubleshooting; mentored the second training intake and demonstrated Exchange Online PowerShell connection workflows and cloud-folder network-drive mapping.

Information Technology Team Manager | **Centro Medico La Paz**
August 2020 - May 2021
- Managed a three-person IT function across one hospital compound, allocating technician tasks and maintaining staff PCs, network printers and sticker printers despite severe replacement-part scarcity.
- Administered Windows Server DNS and DHCP, keeping machine addresses and name records aligned; edited existing domain Group Policy Objects when endpoint configuration required changes.
- Performed mailbox recoveries using AOMEI Backupper and self-maintained NAS storage; restored the Exchange server after a configuration failure, recovering mail service without paid tooling or vendor support.
- Coached a technician through live troubleshooting with targeted hints, developing independent resolution skills; enabled TeamViewer access for the external company administering the hospital's medical databases.

Service Engineer | **MAR Ltd**
March 2016 - January 2020
- Provided daily remote support to doctors and medical secretaries, resolving stuck CD printers and frozen clinical services; also covered off-hours support to keep user workflows moving.
- Administered DNS and DHCP for the internal Windows Server estate, edited existing Group Policy Objects, configured network printers and supported Active Directory and basic Exchange tasks.
- Helped build a shared support-ticket application, personally standing up its local server; the C# .NET client and initial XML storage gave users and IT a route to raise and track requests.

End User Support Specialist | **HOT Telecommunication**
January 2010 - January 2011
- Resolved consumer internet connectivity faults by telephone using IP checks, ping, traceroute and line sampling; remotely configured consumer routers and de-escalated frustrated callers through to resolution.

Education

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