Shon Caspy

Target: End User Service Desk

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Summary

Experience in a service desk or IT support role spans front-line connectivity assistance, Microsoft 365 administrator support and second-line ServiceNow incident handling. Delivered B2B Microsoft 365 SaaS support with approximately 4.9/5 CSAT at Teleperformance. Combines 1st-level support, Level 2 technical support and hands-on healthcare IT operations with structured troubleshooting and clear customer communication. Basic English: English — Native (C1/C2).

Technical Skills

Service desk: Basic knowledge of ticketing systems: practical ServiceNow experience supporting incident management; routine service requests involving permissions, licensing, mailbox recovery and printer configuration.

Windows and Microsoft 365: Basic knowledge of Windows; Basic knowledge of Microsoft 365: applied support across Windows 10/11, Outlook, Exchange Online, Office applications, OneDrive, SharePoint and Intune cases.

Directory and accounts: Basic knowledge of Active Directory: domain support and existing Group Policy edits; user account management support through Azure Active Directory permissions, licensing groups and Teams groups.

Technical diagnosis: Structured and solution-oriented approach: troubleshooting software, hardware, printers and TCP/IP connectivity through fault isolation, remote desktop control, DNS and DHCP checks.

Customer communication: Strong service and customer focus; Excellent communication skills: clear customer service, caller de-escalation and administrator guidance. Basic English requirement exceeded: English — Native (C1/C2).

Collaboration and improvement: Teamwork; Initiative: colleague mentoring, collaborative support tooling, engineering coordination and independently developed operational recovery automation.

Continuity and documentation: Reliability: hardware continuity, backup recoveries and off-hours support; knowledge base content creation through Confluence runbooks, incident classifications and documented diagnostic evidence.

Professional Experience

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

- Worked ServiceNow IT service desk tickets as second-line support, investigating production incidents through Splunk logs and MuleSoft integration code to identify the failing system boundary and route issues to responsible teams.
- Built proactive Splunk detection and a Postman REST API recovery collection for card-link failures, using manual CSV exports between tools; the L2 Operations team adopted the collection within about two days.
- Extended this connected recovery effort with SPL and Regex classification and Confluence diagnostic proof, coordinating suppression approval and engineering remediation that brought alerts down 80%, then 90%.
- Built Splunk dashboards translating stakeholder requirements into platform-health KPIs, including error rates and onboarding activity; reported from service metrics whether orchestration services were affected during major incidents.

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

- Wrote SQL queries for ledger reconciliation and discrepancy investigation; developed 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 in an understaffed team, resolving complex, high-friction issues for business-subscription customers.
- Handled administrator service requests across Azure Active Directory, Intune, permissions, licensing and Teams groups, Exchange mailbox recovery, retention, Office applications, OneDrive and SharePoint-backed storage.
- Supported Outlook and Windows 10/11 PCs when account conflicts, licensing, Intune or mail problems surfaced on users' devices, working within Microsoft 365 administrator cases.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpected cloud mailbox and correct its association with the appropriate Azure Active Directory account.
- Guided customer administrators through hybrid and on-premises-to-cloud configuration issues; diagnosed mail-routing failures involving SPF and DMARC, explaining required corrections within customer-owned environments.
- Attended a month-long Microsoft 365 admin-center course, helped colleagues complete practical Exchange Online and PowerShell exercises, demonstrated cloud-folder access from Windows, and mentored the following training intake.

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

- Managed a three-person IT function serving a hospital compound, maintaining staff PCs, network printers and sticker printers through component swaps under severe replacement-part scarcity.
- Managed network printers and configured them on end-user PCs; administered Windows Server DNS and DHCP together, aligning new machines' static addresses with the corresponding configuration and records.
- Performed routine mailbox recoveries using AOMEI Backupper and self-maintained NAS storage; restored the hospital Exchange server after a configuration failure, recovering mail service without paid tooling or vendor support.
- Assigned technicians to support tasks and coached one colleague through live problems using targeted hints, developing independent diagnosis while keeping issues resolved across the compound's buildings.

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

- Provided daily remote-desktop support to doctors and medical secretaries, resolving frozen clinical services and stuck CD printers; also covered off-hours support to keep user workflows moving.
- Helped build an internal ticketing application for IT staff and end users, personally standing up its local server; the C# .NET client provided a shared route to raise and track requests.
- Supported Active Directory, edited existing Group Policy Objects, maintained matching DNS and DHCP configurations, and configured network printers on user PCs within the internal estate.
- Supported live healthcare systems by repairing orphaned examination and image relationships in DICOM/PACS and RIS, restoring linkage to the correct clinical transcriptions.

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

- Delivered 1st-level support by phone, isolating broadband faults between the infrastructure line, customer router and Windows PC; used IP configuration, ping, traceroute and line sampling to guide diagnosis.
- De-escalated frustrated callers through to resolution and remotely configured customer routers, including Wi-Fi settings, DHCP, port forwarding, firmware updates and connection resets.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Authored 47 structured agent operating procedures and 24 executable skills for personal AI automation, incorporating model-tier routing and verification gates as process-design work.

CCNA network fundamentals coursework (Personal Project)

- Studied roughly 40% of a CCNA course, covering cabling, binary addressing and subnetting arithmetic; coursework remains incomplete and no certification is claimed.

Education

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