Shon Caspy

Target: Application Support Engineer Level 3 (Java + Kafka) – Hybrid Madrid

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Summary

Application support and operations professional with financial sector experience supporting distributed banking integrations and complex production incidents. Combines log-based diagnosis, REST API recovery automation and reviewed production changes with administrator-facing B2B Microsoft 365 SaaS support. Sustained approximately 4.9/5 CSAT while resolving complex administrator cases under sustained case volume. English C1: Native English speaker; recorded CEFR level C1/C2. Madrid: Based in Madrid. international environments: Experience collaborating with international teams across time zones in a multi-language, multi-region digital banking environment.

Technical Skills

Incident management: Level 2 technical support: ServiceNow incident investigation, remediation coordination, technical escalation and service-health reporting during major incidents.

Microservices; REST APIs: Production support of distributed architectures; MuleSoft microservices, upstream/downstream source tracing, Postman request chaining and JSON data handling.

Root cause analysis; monitoring: Splunk SPL, Regex, dashboards and alert rules; analytical mindset and problem solving through cross-system correlation and data-completeness checks.

SQL; Relational databases: SQL-based ledger reconciliation, discrepancy investigation and data validation; routine internal database administration; Regex-based log reconciliation against Excel source data.

CI/CD; GitLab: Operational tooling use: Git branches, reviewed merge requests, assigned production changes, Spinnaker deployments and failed-deployment recovery.

Fintech/Digital Banking experience: Card, account and KYC integration operations across Marqeta and Mambu; participation in digital banking solutions supporting high availability and low latency.

Microsoft 365; Identity and access management: B2B SaaS support across Azure Active Directory, Intune, Exchange Online, permissions, licensing, retention, OneDrive and SharePoint; PowerShell investigation.

Madrid; English C1: Based in Madrid; native English, recorded C1/C2. Experience in international environments collaborating across time zones and multi-region banking operations.

Professional Experience

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

- Supported production MuleSoft integrations across card, account and KYC platforms. Investigated ServiceNow incidents by retrieving source from GitLab, tracing upstream and downstream flows, and identifying the responsible internal or third-party boundary before resolution or escalation.
- Built the connected card-link detection and recovery workflow: a Splunk view exported Marqeta/card-ID pairs manually to CSV, while a dynamic Postman collection chained REST APIs to link tokens. The L2 Operations team adopted the collection within about two days.
- For the same recovery programme, proved a three-way error classification using SPL, Regex and observed-population completeness checks. Documented the evidence in Confluence and coordinated BigPanda suppression and Mambu engineering remediation; alerts fell 80%, then 90%, with engineers implementing the code fix.
- Built Splunk dashboards and alerts covering error rates, onboarding and transaction KPIs by country, normalising inconsistent log formats with Regex. Served as the log and service-health reference in major-incident discussions, reporting whether orchestration services were affected.
- Carried approximately three assigned changes through Git branches, manager-reviewed merge requests and production merges. Performed several Spinnaker production deployments and recovered one failed deployment by deleting the affected instance and redeploying the low-priority service.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap. Searched Splunk using Marqeta-team guidance, parsed logs into the requested ingestible fields and repeatedly checked completeness before handing the dataset over for requeue.

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

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

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

- Maintained approximately 4.9/5 CSAT while handling several hundred Microsoft 365 administrator cases per week in a severely understaffed team, resolving complex, high-friction issues throughout the role.
- Delivered administrator-facing Microsoft 365 support across identity, permissions, licensing, Intune, Exchange, retention and cloud storage, including Outlook and Windows 10/11 issues arising within tenant support cases.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Provided technical escalation guidance for undocumented permission and identity cases, guided customer administrators through hybrid migrations, and mentored the second training intake following a month-long Microsoft 365 admin-center course.

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 coaching a technician toward independent troubleshooting while maintaining PCs and printers under severe replacement-part constraints.
- Restored the hospital Exchange server after a configuration failure and recovered user mailboxes using AOMEI Backupper on self-maintained NAS storage; managed storage capacity to keep restore points available.
- Supported Microsoft servers and C# web interfaces, kept DHCP assignments aligned with DNS records, and edited existing Group Policy Objects for endpoint configuration.

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

- Provided remote-desktop support and off-hours coverage for doctors and medical secretaries, restoring blocked clinical workflows and repairing orphaned DICOM/PACS examination-image relationships so they linked to the correct transcriptions.
- Supported C# web interfaces and Microsoft servers; performed directed IIS configuration, including endpoint sites, file uploads and port opening. Tested service files locally before promoting them to live servers and ran production backups.
- Helped build an internal ticketing application with a C# .NET client and early XML storage, personally standing up its local server to give IT staff and end users a shared request-tracking route.

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

- Resolved telephone-based connectivity faults using IP configuration, line sampling, ping and traceroute; remotely configured customer routers and de-escalated frustrated callers through to service restoration.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- In personal projects, deployed a live Next.js SaaS stack with Vercel and Supabase, instrumented an LLM endpoint with LangWatch tracing, and designed explicit validation checks for agent-assisted automation.

Education

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