Shon Caspy

Target: 🛠️💻 Soporte Helpdesk CAU 24*7 con Certificado Discapacidad 💻🛠️

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Summary

Technical support professional with helpdesk, first-level support and Level 2 technical support experience across telecommunications, healthcare IT and digital banking. Combines Microsoft Windows troubleshooting, remote assistance, Microsoft 365 SaaS support and ServiceNow incident handling with clear customer communication. Sustained approximately 4.9/5 CSAT at Teleperformance while resolving complex administrator issues under high case volume.

Technical Skills

helpdesk / CAU: First-level incident resolution; first-level support by telephone, remote user assistance, connectivity diagnosis and restoration of blocked workflows. Experience covering off-hours support shifts.

Customer support: B2B Microsoft 365 SaaS support for tenant administrators; customer de-escalation, practical configuration guidance and clear explanations of technical problems.

Microsoft Windows: Windows 10/11 and Outlook troubleshooting; Windows Server administration, DNS/DHCP configuration, existing Group Policy editing, network printer configuration and PC hardware maintenance.

Help desk ticketing tools: ServiceNow ticketing as a second-line operator; incident management through fault classification, investigation, escalation routing and service-health reporting; contribution to an internal support-ticket application.

Identity and access management: Azure Active Directory account and permissions troubleshooting, licensing groups, Intune support, Teams group management, Exchange Online, OneDrive, SharePoint and PowerShell-assisted diagnosis.

Troubleshooting and knowledge sharing: TCP/IP, ping and tracert; Splunk log analysis; Confluence technical documentation; remote desktop control, backup recovery, practical user guidance and colleague mentoring.

Service management familiarity: Familiarity with ITIL incident, event and change management.

Professional Experience

Information Technology Operations Specialist | **Western Union**

August 2023 - February 2026

- Worked ServiceNow service desk incidents as Level 2 technical support, using Splunk logs and MuleSoft integration code to localise failures and route issues to the responsible team or vendor.
- Built a Splunk view identifying actionable card-link failures and a Postman REST API collection for recovery, connected through manual CSV export; the L2 Operations team adopted the collection within about two days.
- Documented the same card-link classification and correlation proof in Confluence, securing suppression approval; coordinated with BigPanda, his manager and Mambu engineers as alerts fell 80%, then 90%, including engineering's code fix.
- Built Splunk platform-health dashboards for engineering managers and reported orchestration service health during major incidents, using logs and metrics to establish whether supported services were affected.

L2 Operations Support | **NEO (getneo.com)**

November 2022 - February 2023

- Investigated ledger discrepancies using SQL queries and data validation; built a Python proof of concept connecting Slack to Azure DevOps Work Items for internal ticket creation.

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

- Sustained approximately 4.9/5 CSAT across the role while handling several hundred Microsoft 365 administrator cases per week and resolving complex, high-friction issues within a severely understaffed team.
- Provided B2B Microsoft 365 Concierge support across Exchange Online, OneDrive, SharePoint, Office applications and Teams groups, including mailbox recovery, retention, licensing and administrator configuration issues.
- Troubleshot Outlook and Windows 10/11 problems within administrator cases, addressing account conflicts, local files, licensing, Intune and mail issues appearing on tenant users' PCs.
- Resolved undocumented permission and identity problems involving overlapping rights, nested groups and RBAC; used PowerShell to identify an unexpected mailbox and correct its Azure Active Directory account association.
- Guided customers through registrar, nameserver and DNS-record checks, diagnosing domain-resolution and SPF/DMARC mail-routing failures; also supported administrators through hybrid configuration and on-premises-to-cloud migration issues.
- Attended a month-long Microsoft 365 admin-center course, guided the team manager through course exercises, including the Exchange Online PowerShell install-and-connect sequence, and mentored the following training intake as an informal technical reference.

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

- Managed a three-person IT function across one hospital compound, allocating support tasks and maintaining staff PCs, network printers and sticker printers despite scarce replacement hardware.
- Administered Windows Server DNS and DHCP together, keeping machine addresses and name records consistent; edited existing Group Policy Objects and configured network printers on user PCs.
- Managed AOMEI Backupper backups to a maintained NAS, recovered user mailboxes and restored the hospital's Exchange server after a configuration failure, recovering mail service without paid vendor support.
- Coached a technician through live troubleshooting with targeted hints, developing independent problem solving; enabled TeamViewer access for the external company administering the hospital's medical databases.

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

- Provided remote desktop support to doctors and medical secretaries, resolving stuck CD printers, frozen clinical services and blocked workflows; also covered support shifts outside standard business hours.
- Helped build an internal ticketing application for IT staff and end users, personally setting up its local server and enabling a shared route to raise and track requests.
- Administered Windows Server DNS/DHCP, edited existing Group Policy Objects and configured network printers on end-user PCs; co-administered SIP telephony supporting PC softphones and desk telephones.
- Repaired orphaned examination and image relationships in DICOM/PACS and RIS systems, restoring correct clinical-record linkage; handled service-file releases and McAfee backup execution in the live healthcare environment.

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

- Delivered first-level telephone support for broadband users, isolating line, router and Windows configuration faults with IP checks, ping and tracert while de-escalating frustrated callers through to resolution.
- Remotely configured consumer routers through a supplier console, adjusting Wi-Fi settings, DHCP and port forwarding, re-pushing PPPoE credentials and performing firmware updates, reboots or factory resets.

Education

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