Shon Caspy

Target: Application Support Technician

Madrid, Spain | narubian@gmail.com | +34 627 28 09 95 | linkedin.com/in/shon-caspy

Summary

Application development and support professional combining production integration operations, Microsoft 365 administration, Python automation and C# application work. Delivered Level 2 technical support through ServiceNow, investigated failures across APIs and microservices, and built practical recovery workflows and operational dashboards. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases in an understaffed B2B SaaS support team.

Technical Skills

Application engineering: Application development and support: Python development for automation proofs of concept; C# operational interfaces; collaborative C# .NET ticketing application development.

Application operations: Business application support; Level 2 technical support; ServiceNow incident handling and operational reporting; troubleshooting through log analysis, source-code tracing and fault localisation.

Microsoft 365: SaaS application administration: SharePoint Online, Exchange Online, OneDrive, Teams groups, licensing, retention, Intune and identity permissions; PowerShell-assisted diagnosis and configuration.

APIs and integration: Working with APIs: REST APIs, Postman request chaining, JSON and webhooks; tool integration through Python prototypes and operational Splunk CSV-to-Postman workflows.

Code and version control: Git/GitLab source retrieval, branches, merge requests and reviewed production merges; limited AI-assisted JavaScript browser-console scripting in an abandoned endpoint-enumeration attempt.

Configuration and reporting: Configuration-level application customisation: forms, views, entities and processes; Splunk dashboards, SPL, Regex, KPI reporting and Confluence technical documentation.

Systems and data: Windows Server, Active Directory, DNS/DHCP, existing Group Policy editing, Exchange recovery and NAS backups; SQL querying and operational data validation.

Communication and coordination: Native English (C1/C2), exceeding the English proficiency at B2 level requirement; administrator guidance, technical mentoring, IT task allocation and cross-team remediation coordination.

Professional Experience

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

- Provided Level 2 technical support for production MuleSoft integrations, working ServiceNow incidents and tracing logs and source code across internal services and vendor boundaries to identify the responsible system.
- Built a Postman collection chaining REST API calls for card-link recovery, adopted by L2 Operations within about two days; subsequently built the Splunk detection view and manually exported CSV identifier pairs for batch recovery.
- For the same recovery effort, documented three-way error classification and correlation proof in Confluence. Coordinated suppression approval with BigPanda and management, and remediation with Mambu engineers; alerts fell 80%, then 90%, as recurring causes were eliminated.
- Built Splunk dashboards and alerts for engineering managers, normalising inconsistent log formats with Regex and translating stakeholder needs into error-rate, onboarding and transaction KPIs by country.
- Retrieved integration source routinely through GitLab; delivered approximately three assigned changes using separate Git branches, manager-reviewed merge requests and production merges, alongside the primary operations role.
- Automated identification of invoice-generation reruns by parsing ten inconsistently phrased local log files with Regex and matching recorded successes and failures against the source Excel file.

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

- Developed 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, data consistency checks and query-based investigation of discrepancies 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 per week, resolving complex, high-friction issues on a severely understaffed team.
- Delivered B2B Microsoft 365 SaaS administration and support across SharePoint Online, OneDrive, Exchange Online, Azure Active Directory, Intune, licensing, retention and day-to-day Teams group management.
- Resolved a repeatedly failing mailbox migration using PowerShell to locate an unexpectedly named mailbox and associate it with the correct Azure Active Directory account.
- Investigated undocumented permission inheritance and RBAC cases; supported Outlook and Windows 10/11 account issues, and guided administrators through hybrid configuration and on-premises-to-cloud migrations.
- Mentored the second training intake and guided colleagues through Microsoft 365 exercises, including Exchange Online PowerShell connection and cloud-folder mapping; configured forms, views, entities and processes for agent workflows.

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 through live troubleshooting; worked with Microsoft servers and developed or maintained C# operational web interfaces.
- Recovered the hospital Exchange server after a configuration failure using AOMEI Backupper and self-maintained NAS storage; performed routine mailbox recoveries and managed storage capacity to keep restore points available.

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

- Helped build an internal ticketing application for IT staff and end users, personally establishing its local server; the C# .NET client used XML storage for early ticket records.
- Provided remote-desktop application support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services and printer blockers; repaired orphaned DICOM/PACS examination, image and transcription relationships.
- Developed and tested service files locally before promoting them to live servers, maintained backup execution, and performed directed IIS configuration involving endpoint sites, file uploads and opening ports.

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

- Resolved consumer connectivity faults by telephone, isolating line, router and Windows configuration problems through IP checks, ping and traceroute while de-escalating frustrated callers through to resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Directed and iterated agent-assisted personal Python/LangGraph systems, defining typed state, conditional routing and acceptance constraints; evaluated outputs through explicit success checks and documented limitations.
- Authored 47 structured agent operating procedures and 24 executable skills for personal automation, incorporating model-tier routing and verification gates as process design and prompt-engineering work.

Education

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