Shon Caspy

Target: Technical Support Engineer Tier 1 - Europe

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Summary

Technical support professional with Tier 1 telephone support, B2B Microsoft 365 SaaS support and Level 2 technical support experience. Combines practical Microsoft Windows troubleshooting, PowerShell investigation and production incident analysis with clear customer guidance and engineering collaboration. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator issues under high case volume.

Technical Skills

Strong expertise in Microsoft Windows operating systems: Windows 10/11 account, licensing and Outlook troubleshooting; Windows network configuration and printer support.

Windows servers and server management: Windows Server DNS/DHCP administration, Exchange recovery; Windows Group Policy configuration and management through editing existing GPOs.

Familiarity with PowerShell scripting and understanding basic scripts: Targeted administrative queries, mailbox enumeration and Exchange Online module installation and connection sequences.

Problem-solving and communication: Customer service, telephone diagnosis, caller de-escalation, administrator guidance and technician mentoring.

Collaboration with customers and internal teams: Evidence-based issue escalation, engineering coordination, remote-desktop support and collaboration across time zones.

Troubleshooting software issues across various environments: Microsoft 365, hybrid Exchange, healthcare applications and MuleSoft integrations; identity, permissions and RBAC troubleshooting. Windows registry: self-attested familiarity.

Analyzing and interpreting logs and event data: Splunk SPL, Regex, correlation-ID investigation, ServiceNow incident analysis and Confluence runbooks.

Advanced English proficiency (C1-C2): English: Native, C1/C2. Hebrew: Native. Spanish: Basic / limited. Based in Madrid, Spain, Europe.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow, investigating production integration failures across internal services and third-party platforms. Traced logged service names into MuleSoft source code to localize faults and route issues to the responsible teams.
- Connected Splunk detection to Postman REST API card-link recovery through manual CSV exports. Documented three-way incident classification in a Confluence knowledge base, securing BigPanda suppression approval; the combined recovery and noise-reduction work reduced alerts by up to 80%.
- Investigated recurring failures through customer flow states and transactional data, supplying precise technical evidence to Mambu engineering. Coordinated with engineers, BigPanda and the manager on remediation that eliminated the top two recurring incidents, bringing alert reductions to 90%.
- Parsed ten inconsistently structured local log files with Regex, matching invoice-generation successes and failures against the source Excel file to identify required reruns and replace hours of manual searching.
- Performed production software deployment using Spinnaker and recovered a failed deployment by deleting the affected instance and redeploying. Carried occasional assigned changes through Git branches, manager-reviewed GitLab merge requests and production merges.

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

- Wrote SQL queries for ledger reconciliation, data validation and discrepancy investigation; 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 on a severely understaffed team, resolving complex, high-friction issues within a business-subscription Concierge support channel.
- Supported Windows 10/11 and Outlook issues involving accounts, licensing, Intune and mail. Resolved administrator cases spanning Azure Active Directory, permissions, licensing groups, Exchange mailbox recovery, retention, Office applications, OneDrive and SharePoint-backed storage.
- Used PowerShell to investigate a repeatedly failing mailbox migration, identify an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account, resolving the migration failure.
- Guided customer administrators through on-premises configuration, hybrid deployments and cloud migrations. Diagnosed undocumented permissions, nested-group inheritance and RBAC issues, and corrected SPF and DMARC problems affecting mail routing.
- Provided troubleshooting guidance to colleagues and designated SMEs as an internal technical escalation point. Helped the manager through Microsoft 365 training exercises and mentored the following training intake.

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

- Managed a three-person IT function across one hospital compound, assigning support tasks and maintaining staff PCs, network printers and sticker printers despite scarce replacement hardware.
- Administered Windows Server DNS and DHCP together, matching machine addresses with configuration and name records; edited existing domain Group Policy Objects for endpoint configuration.
- Recovered the hospital Exchange server after a configuration failure using AOMEI Backupper and self-maintained NAS storage. Performed mailbox recoveries and managed storage capacity to preserve available restore points.
- Coached a technician during live support calls using targeted hints and guided diagnosis, developing independent resolution skills while keeping user issues moving toward resolution.

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

- Provided remote-desktop support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services, stuck CD printers and other blockers to clinical and administrative workflows.
- Promoted locally tested service files to live servers and ran backups, including incremental schedules. Performed directed IIS configuration by uploading files, configuring a site per endpoint and opening ports as instructed.
- Helped build a C# .NET ticketing application for IT staff and end users, personally standing up its local server and providing a shared route to raise and track support requests.

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

- Delivered Tier 1 telephone support for broadband connectivity, separating infrastructure, router and Windows configuration faults using IP addressing, DHCP checks, ping, traceroute and line sampling.
- De-escalated frustrated callers through diagnosis and resolution; remotely configured customer routers, Wi-Fi, DHCP and port forwarding, pushed firmware and reset devices when required.

Education

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

Languages

Fluent English (Native)