Shon Caspy

Target: 2nd Level IT Support Engineer – Workplace Services (Valencia - Hybrid)

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Summary

Technical support professional with experience spanning Microsoft Workplace support, business-facing Microsoft 365 SaaS services, healthcare IT and second-line production operations. Delivered administrator support across identity, messaging and Windows endpoints while sustaining approximately 4.9/5 customer satisfaction at Teleperformance. Combines practical troubleshooting with ServiceNow incident handling, technical documentation and colleague mentoring.

Technical Skills

Workplace Services: 2nd-level workplace support; Level 2 technical support across Microsoft 365 escalations, Windows troubleshooting and separate second-line production operations.

Microsoft 365: B2B SaaS support: Exchange Online, OneDrive, SharePoint, Office applications, Microsoft Intune and routine Microsoft Teams group management.

End-User Support services: Windows 11 and Windows 10 account, licensing and mail troubleshooting; Outlook, remote desktop support, PC hardware and network printer configuration.

Identity and access management: Azure Active Directory permissions, licensing groups, nested inheritance and RBAC troubleshooting; Active Directory support and editing existing Group Policy Objects.

ServiceNow ticket processing: 2nd-level support incident handling, correlation-ID investigation and operational reporting; Splunk SPL, Regex and root-cause analysis.

Technical documentation: Confluence runbooks and diagnostic proof; Teamwork through engineering collaboration, shared support tooling, practical coaching and Microsoft 365 intake mentoring.

Quality and service orientation: Customer communication and de-escalation; approximately 4.9/5 CSAT. English proficiency at B2-C1 level or higher: Native, C1/C2, used daily in technical support.

Structured and independent working style: Quick comprehension of undocumented behaviour; systematic fault isolation, PowerShell investigation, repeatable recovery workflows and dataset completeness checks.

Professional Experience

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

- Handled ServiceNow service desk incidents as second-line operations support, using Splunk searches and a Notepad++ Regex workflow to connect correlation IDs, occurrences, services and raw messages for batch investigation.
- Built a Splunk view identifying actionable card-link failures and a Postman REST API collection accepting manually exported CSV pairs for recovery; the L2 Operations team began using the collection within about two days.
- For the same incident class, documented three-way classification proof in Confluence and coordinated suppression with BigPanda and management, plus a code fix by Mambu engineers; alerts fell 80%, then 90%.
- Traced failures through MuleSoft integration source and upstream/downstream flows to identify the responsible system boundary; reported orchestration service health from logs and metrics during major-incident discussions.

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

- Wrote SQL queries for ledger reconciliation and data-consistency investigation across financial systems; 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

- Delivered Microsoft 365 Concierge support primarily to business tenant administrators, handling several hundred administrator cases per week in an understaffed team while sustaining approximately 4.9/5 customer satisfaction across the role.
- Supported Windows 10/11 PCs and Outlook within administrator cases, troubleshooting account conflicts, licensing, Intune and mail issues; handled Office applications, local files, OneDrive, SharePoint-backed storage and day-to-day Teams group management.
- Resolved undocumented identity and access cases involving overlapping permissions, nested group inheritance and RBAC role groups, using object relationships and targeted PowerShell investigation to establish effective rights.
- Repaired a repeatedly failing mailbox migration by using PowerShell to locate an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Guided administrators through Exchange hybrid configurations and on-premises-to-cloud migrations; supported mailbox recovery and retention, and resolved mail-routing failures involving SPF and DMARC configuration.
- Served as a practical technical reference during a month-long Microsoft 365 admin-center course, guided the manager through Exchange Online PowerShell 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 and limited outlying facilities, maintaining staff PCs, network printers and sticker printers through component replacement under severe hardware scarcity.
- Maintained AOMEI Backupper free-edition backups on self-maintained NAS storage, performed routine mailbox recoveries and restored the full Exchange server after a configuration change broke mail service.
- Administered Windows Server DNS and DHCP together, matching machine addresses with records; edited existing Group Policy Objects and configured network printers on end-user PCs.
- Assigned technicians to support tasks and coached a colleague through live troubleshooting with targeted hints, developing his independence while keeping user issues resolved.

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 other workflow blockers; also covered support outside standard business hours.
- Supported Windows Server infrastructure, Active Directory, basic Exchange work and network printers; maintained matching DNS and DHCP configuration and edited existing Group Policy Objects for endpoint needs.
- Helped build an internal ticketing application for IT staff and end users, personally setting up its local server; the C# .NET client provided shared support-request submission and tracking.
- Promoted locally tested service files to the live server and ensured McAfee backup jobs ran, including incremental schedules; repaired orphaned examination and image relationships so they linked to the correct clinical transcriptions in a DICOM/PACS and RIS environment.

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

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

Education

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

Languages

Fluent English (Native)