Shon Caspy

Target: Staff Technical Support Engineer

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

Summary

Technical support professional combining enterprise Microsoft 365 SaaS support, Level 2 technical support in digital banking, and practical recovery automation. Sustained approximately 4.9/5 CSAT while resolving complex administrator cases. Brings log-based troubleshooting, cross-team remediation, technical documentation and mentoring, complemented by a personal AI portfolio covering orchestration, evaluation and local inference. Proficiency in additional languages: Hebrew: Native; Spanish: Basic / limited. cybersecurity: Cybersecurity-related support in identity and access management, SPF/DMARC email authentication and network access controls.

Technical Skills

Customer service: Customer-facing technical support; enterprise support: B2B Microsoft 365 administrator assistance, ServiceNow ticketing, telephone support, remote desktop control and customer de-escalation.

Diagnosis and escalations: Strong problem-solving and troubleshooting skills; escalation management: hypothesis-driven diagnosis, Splunk log analysis, MuleSoft source tracing, fault localisation and routing to responsible engineering teams.

Security and access: Network or endpoint security background: network security through consumer CPE credentials, MAC access controls and SMB wireless access. Cybersecurity-related support covers identity and access management, RBAC, effective permissions and SPF/DMARC authentication.

Cloud and endpoints: Microsoft 365 cloud and hybrid support; AWS performance monitoring; Azure Active Directory troubleshooting; Exchange Online, SharePoint, OneDrive, Intune cases, Outlook, Windows 10/11 and existing Group Policy edits.

Service improvement: Ability to analyze and improve service systems and support workflows; Ability to drive innovation and improve productivity: API recovery automation, batch investigation and process improvement, supported by Confluence knowledge base runbooks.

Code and scripting: Experience writing code and scripts: C# interfaces, Python proofs of concept, SQL queries, PowerShell troubleshooting, SPL/Regex scripting, Postman REST APIs and occasional reviewed Git/GitLab production changes.

Communication and languages: Excellent written and verbal communication skills in English: Native, C1/C2; professional customer communication, technical documentation and practical mentoring. Proficiency in additional languages: Hebrew — Native; Spanish — Basic / limited.

AI and working approach: Curiosity and commitment to continuous learning: personal AI orchestration, LangGraph experimentation and model evaluation. Independent, responsible, results-driven teamwork: independently built operational tools, engineering coordination, reviewed changes and technician coaching.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow for production banking integrations, including European KYC services; traced Splunk symptoms into MuleSoft source and upstream/downstream flows to identify the responsible system before resolution or escalation.
- Independently replaced manual card-activation recovery with a dynamic Postman REST API collection adopted within about two days; built the associated Splunk detection view and manually exported CSV identifier pairs for batch recovery.
- For that connected recovery and noise-reduction effort, proved a three-way error classification using SPL/Regex and Confluence documentation; coordinated suppression approval and engineering remediation, bringing alerts down 80%, then 90%, with Mambu engineers implementing the code fix.
- Built Splunk dashboards for engineering managers, normalising inconsistent log formats into usable KPI fields covering error rates, onboarding and transaction activity; created alerts for flows showing suspiciously prolonged periods without success.
- Automated invoice-rerun identification after a MuleSoft service relocation, using Regex to reconcile successes and failures across 10 inconsistently phrased log files against source Excel data.
- Acted as the log and service-health authority in major-incident discussions, using orchestration metrics to establish whether supported services were affected and communicate their operational state.

L2 Operations Support | **NEO (getneo.com)**
November 2022 - February 2023
- Wrote SQL queries for ledger reconciliation and data-consistency investigation; built a Python proof of concept connecting Slack to Azure DevOps work-item 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 customer issues.
- Supported business-subscription administrators across permissions, licensing groups, Teams group management, Intune, Exchange recovery, retention, OneDrive and SharePoint; addressed Outlook and Windows 10/11 account issues within tenant cases.
- Served as a primary technical escalation point, investigating undocumented permission inheritance and RBAC cases; resolved a repeatedly failing migration by locating an unexpected mailbox with PowerShell and correcting its account association.
- Guided enterprise administrators through hybrid configuration and on-premises-to-cloud migration issues; diagnosed SPF/DMARC authentication failures and advised customers on registrar, nameserver and DNS settings.
- Became a practical technical reference during Microsoft 365 training, guided the manager through exercises, demonstrated PowerShell-based configuration 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, allocated technician tasks and coached one technician toward independent resolution during live support calls.
- Recovered Exchange mail service through a full server restore; performed mailbox recoveries using AOMEI Backupper and manually maintained NAS capacity to preserve available restore points.
- Maintained staff PCs and printers under replacement-part scarcity; administered matching DHCP/DNS records, edited existing Group Policy Objects and developed or maintained C# operational web interfaces.

Service Engineer | **MAR Ltd**
March 2016 - January 2020
- Provided remote support and off-hours coverage for doctors and secretaries, restoring blocked clinical workflows; repaired orphaned DICOM/PACS examination and image relationships to restore correct transcription linkage.
- Helped build a shared C# .NET ticketing application and personally established its local server, giving IT staff and end users a common route to raise and track requests.

End User Support Specialist | **HOT Telecommunication**
January 2010 - January 2011
- Resolved telephone connectivity faults and de-escalated frustrated callers; isolated line, router and Windows issues using IP configuration, ping and traceroute, and remotely configured consumer CPE.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)
- Directed personal, coding-agent-assisted LangGraph workflows and evaluation methods; authored 47 structured agent SOPs and 24 executable skills incorporating model-tier routing and verification gates.
- Operated local AI workloads on an RTX 5080, managing model residency, VRAM constraints and concurrency; instrumented an LLM endpoint with LangWatch tracing and fallback telemetry.

Education

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