Shon Caspy

Target: Application Support Engineer (.NET, SQL)- Hybrid Madrid

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Summary

Madrid-based application support professional with Level 2 technical support experience across digital banking, Microsoft 365 SaaS and healthcare systems. Combines backend integration troubleshooting, Splunk investigation, recovery automation and engineering coordination with demonstrated C#/.NET application contributions and SQL query work. Delivered approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases under sustained volume.

Technical Skills

Banking operations: Fintech experience; Digital Banking experience: card, account and onboarding integration support, with participation in implementing solutions supporting high availability and low latency.

Backend troubleshooting: Microservices; distributed architectures; REST APIs; Code debugging: source-level MuleSoft flow tracing, cross-system fault localisation and Postman request chaining with JSON.

Incident investigation: Log analysis; Root cause analysis (RCA); incident management: ServiceNow production incidents, correlation-ID investigation, technical escalation and engineering remediation coordination.

Splunk and observability: Splunk SPL, Regex, telemetry, operational dashboards, alert classification, platform-health reporting and Confluence runbooks.

Applications and data: C# web interfaces; collaborative .NET application delivery. Relational databases: SQL reconciliation and validation queries. Other database technologies: recovery-data preparation for Snowflake; personal Supabase use.

Release delivery: release management participation; CI/CD pipelines exposure through GitLab branches, reviewed merge requests, production changes and Spinnaker deployment recovery.

Windows and identity: Windows Server, DNS, DHCP, Active Directory tasks and existing Group Policy edits; Windows 10/11 support, Azure Active Directory permissions, licensing, Intune and PowerShell investigation.

Customer support and automation: B2B Microsoft 365 SaaS support, technical mentoring, task allocation and event-driven webhook/API automation. English C1/C2 (Native), used professionally.

Professional Experience

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

- Built the Splunk detection view and Postman REST API collection for stalled card linking, manually exporting identifier pairs as CSV for batch recovery. The L2 Operations team adopted the collection within about two days.
- For the same incident class, proved three-way error classification using SPL and Regex and documented it in Confluence. Coordinated BigPanda suppression approval and Mambu engineering remediation; alerts fell 80%, then 90%, as the top two recurring incidents were eliminated.
- Investigated ServiceNow incidents across production MuleSoft integrations connecting Marqeta, Mambu and onboarding vendors. Traced logged service names into GitLab source and followed upstream/downstream data flows to identify the responsible system boundary.
- Built Splunk dashboards covering error rates, onboarding throughput and transaction counts and sums by country, normalising inconsistent formats with Regex. Reported orchestration-service health from logs and metrics during live major-incident calls.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap, parsing Splunk log chunks into fields requested by the Snowflake team and repeatedly checking completeness before handover for requeue.
- Delivered occasional assigned changes through Git branches, manager-reviewed GitLab merge requests and production merges. Separately performed several Spinnaker deployments, recovering one failed deployment by deleting the affected instance and redeploying.

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

- Wrote substantial SQL queries for ledger reconciliation, data-consistency validation and discrepancy investigation across financial systems. Built a Python proof of concept connecting Slack with Azure DevOps work items for 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 in a business-subscription Concierge channel.
- Supported permissions, nested groups, RBAC, licensing, Exchange Online, retention, OneDrive and SharePoint storage, including Outlook and Windows 10/11 problems involving accounts, Intune and mail.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpected mailbox and associate it with the correct Azure Active Directory account.
- Mentored the second training intake and guided colleagues through Microsoft 365 admin-centre exercises, demonstrating Exchange Online PowerShell connection steps and cloud-folder access from Windows.

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

- Managed a three-person IT function across one hospital compound, allocated support tasks and coached a technician toward independent resolution. Developed or maintained C# web interfaces supporting operations.
- Recovered Exchange mail service through a full server restore after a configuration failure. Performed mailbox recoveries using AOMEI Backupper and manually maintained NAS capacity to retain restore points.

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

- Helped build an internal ticketing application with a C# .NET client and early XML storage, personally establishing the local server for shared support-request tracking.
- Provided remote-desktop application support to doctors and medical secretaries, resolving frozen clinical services and printer-related workflow blockers, with additional off-hours support coverage.
- Repaired orphaned examination and image relationships in a national DICOM/PACS and RIS environment, restoring links to the correct clinical transcriptions.
- Developed and tested service files locally before promotion to the live server. Executed backup operations, including incremental schedules, alongside Active Directory and basic Exchange tasks.

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

- Resolved telephone-based broadband faults by distinguishing infrastructure, router and Windows configuration issues using IP settings, ping and traceroute, while de-escalating frustrated customers.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Personal portfolio: deployed a SaaS stack using Next.js, a React-based framework, Vercel, Supabase, Clerk and Stripe; separately instrumented an LLM endpoint with LangWatch tracing and fallback-chain telemetry.

Education

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

Languages

Fluent English (Native)