Shon Caspy

Target: Application Support Engineer

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Summary

Technical support professional delivering application support across healthcare systems, Microsoft 365 SaaS and production financial integrations. Combines Level 2 technical support, SQL-based discrepancy investigation, cross-system troubleshooting and practical deployment experience. Sustained approximately 4.9/5 CSAT at Teleperformance while resolving complex administrator cases, with additional experience translating stakeholder needs into operational dashboards and coordinating with engineering teams.

Technical Skills

Functional application support (L1/L2): L1 connectivity diagnosis; Level 2 technical support through ServiceNow; healthcare workflow recovery; B2B Microsoft 365 SaaS support.

SQL; incident investigation; troubleshooting: SQL query writing, discrepancy analysis and data validation; Splunk SPL, Regex, correlation-ID analysis and MuleSoft source tracing.

Understanding business processes; business continuity: Clinical workflow support, card-activation recovery, invoice rerun identification, Exchange recovery and backup operations.

Translating business needs into technical requirements: Stakeholder KPI clarification, data-field normalisation, Splunk dashboards and operational reporting.

Communication between business users and technical/development teams: User workflow clarification, evidence-based fault routing, engineering coordination and global collaboration across time zones.

change validation; application deployments: Local service testing before release; reviewed Git/GitLab changes; production Spinnaker deployments and deployment recovery.

Microsoft 365; Teams; Identity and access management: Teams group management; permissions, licensing, RBAC and nested-group troubleshooting; Exchange Online, OneDrive, SharePoint, Outlook, Intune and Windows 10/11 support.

Training, documentation and communication: Intake mentoring, technician coaching and Confluence runbooks. Fluent English (minimum B2–C1): English — Native, C1/C2. Spanish — Basic / limited.

Professional Experience

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

- Resolved ServiceNow incidents across production MuleSoft integrations, tracing logs into upstream and downstream source code to isolate failing system boundaries and route evidence to the responsible teams.
- Built Splunk card-link alerts and views, manually exported affected ID pairs as CSV, and created a Postman REST API collection for batch recovery; L2 Operations adopted the collection within about two days.
- For the same recovery effort, documented three-way error classification in Confluence and coordinated suppression approval and Mambu engineering remediation; alerts fell 80%, then 90%, eliminating the top two recurring incidents.
- Translated engineering managers' reporting needs into Splunk KPI dashboards covering error rates, onboarding and transactions by country, normalising inconsistent log formats with Regex to expose usable operational data.
- Performed production Spinnaker deployments and recovered a failed deployment by removing the affected instance and redeploying; separately carried occasional assigned changes through GitLab branches, manager review and production merge.
- Automated invoice rerun identification by parsing ten inconsistently phrased local log files with Regex and matching successes and failures against source Excel data after a MuleSoft service relocation.

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

- Wrote substantial SQL queries for ledger reconciliation, discrepancy investigation and data-consistency validation across multiple financial systems during a short L2 operations assignment.
- Developed a Python proof of concept connecting Slack with Azure DevOps Work Items to automate 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, resolving complex, high-friction issues within a severely understaffed support team.
- Supported business tenant administrators across Exchange Online, OneDrive, SharePoint, Intune and Teams group management, resolving permissions, licensing, retention, mailbox recovery and Windows account conflicts.
- Diagnosed a repeatedly failing mailbox migration using PowerShell, identified an unexpectedly named cloud mailbox and corrected its Azure Active Directory account association to resolve the failure.
- Investigated undocumented permission inheritance and RBAC issues; guided customer administrators through hybrid configuration and migrations, and supported Outlook and Windows 10/11 problems within administrator cases.
- Mentored the second training intake and guided colleagues through Microsoft 365 admin-center 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 hospital IT function under hardware scarcity, allocating technician tasks, maintaining staff PCs and printers, and coaching a technician toward independent live-call resolution.
- Recovered the hospital's Exchange server after a configuration failure and restored user mailboxes using AOMEI Backupper and self-maintained NAS storage; managed capacity to preserve available restore points.

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

- Provided remote-desktop support to doctors and medical secretaries, resolving frozen clinical services, stuck CD printers and other 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 promoting them to live servers, executed backup operations including incremental schedules, and performed basic Active Directory and Exchange work.
- Helped build a shared support-ticket application for IT and end users, personally establishing its local server; the C# .NET client used XML ticket storage initially.

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

- Delivered Level 1 telephone connectivity support, isolating infrastructure, router and Windows faults with IP checks, ping and traceroute while de-escalating frustrated callers through resolution.

Education

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

Languages

Fluent English (Native)