Shon Caspy

Target: Modern Workplace Endpoint Engineer

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Summary

Madrid-based IT support and operations professional with Modern Workplace experience across Microsoft 365 SaaS, Windows endpoint troubleshooting, identity and collaboration services. Delivered B2B administrator support with approximately 4.9/5 CSAT while resolving complex Microsoft 365 cases. Combines practical PC and printer maintenance, Windows Server network services, Level 2 technical support and evidence-led coordination with international engineering teams. Effective communication in English: Native English, recorded as C1/C2, used daily in technical support and customer communication.

Technical Skills

Modern Workplace; endpoint management: Windows 11 and Windows 10 support; Microsoft 365, Outlook and Intune-related administrator cases; endpoint configuration through existing Group Policy edits.

Active Directory; RBAC: Directory support, Microsoft 365 permissions, licensing groups, nested inheritance and role-group troubleshooting; PowerShell investigation of Exchange Online mailbox and account relationships.

Network services and peripherals: Windows Server DNS/DHCP administration, static addressing, TCP/IP troubleshooting, SMB router configuration, service port forwarding, network-printer management and end-user PC configuration.

ITSM; Level 2 technical support: ServiceNow incident handling, recurring-problem investigation and support-request tracking; familiarity with ITIL incident, event and change management.

Analytical thinking and troubleshooting: Fault-domain isolation, log-based root-cause analysis, Splunk SPL, Regex, SQL reconciliation queries and cross-system investigation; Postman REST API request chaining.

Documentation and recovery: Confluence operational runbooks and validation evidence; backup execution, NAS capacity maintenance, mailbox recovery and full Exchange server restoration.

Stakeholder management and coordination across countries and technical teams: International collaboration across time zones, engineering coordination, stakeholder KPI clarification and administrator-facing configuration guidance.

Effective communication in English: Native English, recorded as C1/C2; daily technical customer communication, practical colleague mentoring and clear guidance through complex administrator issues.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow, investigating production integration incidents across MuleSoft and third-party platforms; traced logs and service code to identify the responsible system boundary.
- Built linked card-recovery tooling: a Splunk view identifying affected cards and a Postman collection chaining REST API calls from manually exported CSV pairs; the L2 team adopted the collection within about two days.
- Documented the same recovery initiative's three-way error classification in Confluence, securing BigPanda suppression approval; coordinated silencing with his manager and root-cause fixes with Mambu engineering, bringing alerts down 80%, then 90%.
- Translated stakeholder requirements into Splunk platform-health dashboards, normalising inconsistent log formats with Regex; reported orchestration service health during major incidents and collaborated with international teams across time zones.

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

- Wrote SQL queries for ledger reconciliation and data-consistency investigation across financial systems; 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, resolving complex, high-friction customer issues within a severely understaffed support team.
- Delivered B2B Microsoft 365 SaaS support for tenant administrators across Exchange Online, OneDrive, SharePoint, Azure Active Directory, permissions, licensing groups, mailbox recovery and retention.
- Troubleshot Windows 11 and Windows 10 PCs where account conflicts, licensing, Intune or mail issues surfaced; supported Outlook, Office applications and local-file problems within administrator cases.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Investigated undocumented RBAC, overlapping-permission and nested-group inheritance issues; guided administrators through hybrid configurations and on-premises-to-cloud migration problems spanning Exchange, identity and tenant settings.
- Served as a technical escalation reference and mentored the following training intake, demonstrating Exchange Online PowerShell connection workflows and Windows access to SharePoint or OneDrive storage.

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

- Managed a three-person IT function supporting a hospital compound and limited outlying facilities; maintained staff PCs, network printers and sticker printers through component replacement under severe hardware scarcity.
- Administered Windows Server DNS and DHCP, aligning new-machine static addresses with matching configurations and records; edited existing domain Group Policy Objects and configured network printers on user PCs.
- Recovered Exchange mail service through a full server restore after a configuration failure; performed mailbox recoveries using AOMEI Backupper free edition and manually maintained NAS capacity for restore points.
- Allocated technicians to physical support tasks across the compound's buildings and coached one technician through live troubleshooting, using targeted hints to develop independent resolution skills.

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

- Provided remote-desktop support and off-hours coverage for doctors and medical secretaries across a national healthcare operation, resolving blocked workflows, stuck CD printers and frozen clinical services.
- Maintained single-site internal infrastructure through paired DNS/DHCP administration, existing Group Policy edits, network-printer configuration and SMB router and wireless configuration, including service port forwarding.
- Helped build a C# .NET support-ticket application and personally established its local server, giving IT staff and end users a shared route to raise and track requests.

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

- Restored consumer connectivity through telephone fault isolation using IP configuration, ping, traceroute and line tests; remotely configured customer routers and de-escalated frustrated callers through resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Authored 47 structured agent operating procedures and 24 executable skills for personal automation projects, incorporating model-tier routing and verification gates as process-design and prompt-engineering work.

Education

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