Shon Caspy

Target: Técnico/a Senior de Soporte de Aplicaciones

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Summary

Experienced in application support across production financial integrations, healthcare systems and Microsoft 365 SaaS. Brings more than two years of L2 support, combining root cause analysis, SQL investigation, Windows Server administration and operational recovery with clear customer communication. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases in a severely understaffed team. L2 incident support, diagnosis and resolution: L2 production incident support, cross-system diagnosis and operational recovery.

Technical Skills

L2 incident support, diagnosis and resolution: Level 2 technical support and production support for digital-banking integrations; operational recovery; participation in implementing solutions supporting high availability and low latency.

Incident management; Ticketing tools: ServiceNow incident ticketing, batch investigation, error classification, specialist coordination and evidence-based service-health reporting.

Monitoring tools; Log, trace and event analysis: Splunk SPL, Regex and BigPanda signals; production logs, correlation IDs, error events, dashboards and source-level MuleSoft flow tracing.

SQL; Relational databases: Internal database administration, substantial ledger-reconciliation queries, discrepancy investigation and data-consistency validation.

Windows Server; IIS or equivalent application servers: Windows Server DNS/DHCP administration; existing Group Policy edits; basic IIS configuration under instruction, including endpoint sites, file uploads and opening ports.

PowerShell; Automation; REST APIs: Microsoft 365 administration and mailbox troubleshooting; Postman request chaining, JSON handling and operational card-link recovery.

Git; deployments; C#; .NET: GitLab source inspection, branches and reviewed merges; Spinnaker deployment recovery; C# interfaces and contribution to a C# .NET ticketing application.

Technical documentation; service continuity: Confluence diagnostic runbooks and incident classifications; production backups, NAS capacity management, mailbox recovery and Exchange server restoration.

Professional Experience

Information Technology Operations Specialist | **Western Union**

August 2023 - February 2026

- Handled ServiceNow incident management for production MuleSoft integrations. Traced service names into GitLab source and followed upstream/downstream data exchanges to localise faults and coordinate with the responsible engineering teams.
- Built Splunk card-link detection and Postman batch recovery joined by manual CSV export. Documented three-way error classification in Confluence, securing suppression approval; coordinated BigPanda, management and Mambu engineering on the connected recovery and remediation effort, reducing alerts 80%, then 90%.
- Built Splunk dashboards and alert rules covering error rates, onboarding and transaction KPIs by country. Normalised inconsistent formats with Regex and reported orchestration-service health during major-incident discussions.
- Automated invoice-rerun identification by parsing ten inconsistently phrased local log files with Regex and matching successes and failures against the source Excel file.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap. Extracted and transformed Splunk log data into requested ingestion fields, repeatedly checking completeness before handoff for downstream requeue.
- Carried occasional assigned changes through Git branches, manager-reviewed merge requests and production merges. Executed several Spinnaker deployments and recovered 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, discrepancy investigation and data-consistency validation across multiple financial systems.
- Built a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items for internal ticket creation.

Technical Support Engineer | **Teleperformance**
April 2021 - February 2022

- Sustained approximately 4.9/5 CSAT while resolving complex, high-friction Microsoft 365 administrator cases under sustained volume in a severely understaffed B2B support team.
- Supported Azure Active Directory, Intune, permissions, licensing, Exchange Online, OneDrive and SharePoint; investigated Outlook and Windows 10/11 account issues and guided customer administrators through hybrid configurations and migrations.
- Resolved a repeatedly failing mailbox migration using PowerShell to identify an unexpectedly named mailbox and associate it with the correct account; investigated undocumented permission inheritance and RBAC issues.
- Mentored the second training intake and guided colleagues through Microsoft 365 exercises, demonstrating Exchange Online PowerShell connection steps and mapping cloud storage as a Windows network drive.

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

- Managed a three-person hospital IT function, assigned technical tasks and coached a technician toward independent resolution. Maintained staff PCs and printers despite replacement-part scarcity.
- Performed preventive maintenance through AOMEI Backupper operations and manual NAS capacity management. Restored Exchange after a configuration failure and recovered individual mailboxes without paid tooling or vendor support.
- Administered Windows Server DNS/DHCP records, edited existing Group Policy Objects and developed or maintained C# web interfaces supporting hospital operations.

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

- Provided remote application support to doctors and medical secretaries, including off-hours coverage; resolved frozen clinical services and other workflow blockers.
- Performed corrective maintenance on DICOM/PACS and RIS data relationships, reconnecting orphaned examinations and images to the correct clinical transcriptions.
- Tested service files locally before promoting them to production and ran backups, including incremental schedules. Performed guided IIS configuration through endpoint sites, file uploads and opening ports.
- Helped build an internal ticketing application with a C# .NET client and XML storage, personally setting up its local server for IT staff and end users.

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

- Resolved consumer connectivity faults by phone using IP configuration, ping, traceroute and line sampling; remotely configured customer routers and de-escalated frustrated callers.

Education

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