Shon Caspy

Target: WORKPLACE ENGINEER - FULL REMOTE - INGLÉS C1

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

Summary

IT support and operations professional with hands-on experience across Microsoft 365, Windows, identity troubleshooting, endpoint configuration and server recovery. Delivered B2B SaaS support to Microsoft 365 tenant administrators, sustaining approximately 4.9/5 CSAT while resolving complex, high-friction cases. Combines practical workplace IT administration with Level 2 technical support, technical documentation and colleague mentoring. International project: International digital-banking operations with cross-timezone team collaboration.

Technical Skills

Microsoft 365: B2B SaaS administrator support: Teams group management, SharePoint and OneDrive storage, Exchange Online mailboxes, retention, Office applications and Outlook troubleshooting.

Identity and access management: Microsoft Entra ID account, permissions and licensing troubleshooting; Active Directory support; nested group inheritance, effective permissions and RBAC role-group configuration.

Windows and endpoint configuration: Microsoft Intune troubleshooting within administrator cases; Windows 10/11 account conflicts; GPO maintenance through editing existing objects; network printer configuration.

PowerShell: Applied PowerShell for Exchange and identity administration, targeted object queries, mailbox discovery and migration troubleshooting; supported hybrid on-premises-to-cloud configuration.

Backup and recovery: AOMEI Backupper, NAS capacity management, mailbox recovery and Exchange server restoration; incremental backup operations using a McAfee backup product.

Network services: Windows Server DNS and DHCP administration, static addressing, TCP/IP troubleshooting, SMB router and Wi-Fi configuration, and SPF/DMARC mail-flow diagnostics.

Support delivery: Level 2 technical support, ServiceNow incident handling, remote desktop support, off-hours coverage, root-cause analysis, Confluence documentation and practical mentoring.

English C1; International project: Native English, recorded CEFR C1/C2; professional English service delivery and international digital-banking collaboration with teams across time zones.

Professional Experience

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

- Delivered Level 2 technical support through ServiceNow, tracing production failures from Splunk logs into MuleSoft source code and locating the responsible internal or third-party system boundary before resolution or escalation.
- Built a Splunk card-link failure view and Postman REST API collection that chained recovery calls and accepted manually exported CSV batches; the L2 Operations team adopted the collection within about two days.
- Extended this connected recovery work with SPL/Regex correlation analysis and a Confluence proof supporting BigPanda suppression approval; coordinated with the manager and Mambu engineers as alerts fell 80%, then 90%.
- Built Splunk dashboards translating stakeholder requirements into platform-health KPIs, including error rates and country-level activity; reported orchestration service health from logs and metrics during major-incident discussions.

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

- Wrote SQL queries for ledger reconciliation and data validation across financial systems; developed 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 in an understaffed Concierge team, resolving complex technical issues and supporting demanding customer interactions.
- Provided B2B Microsoft 365 SaaS support across Microsoft Intune, Microsoft Entra ID, permissions, licensing groups, Exchange mailbox recovery, retention, SharePoint-backed storage and OneDrive; performed day-to-day Teams group management.
- Supported Office applications, Outlook and Windows 10/11 PCs where account conflicts, local files, licensing, Intune or mail problems surfaced, connecting device symptoms with the relevant tenant configuration.
- Resolved a repeatedly failing mailbox migration using PowerShell to identify an unexpectedly named cloud mailbox and associate it with the correct identity account; investigated overlapping permissions, nested groups and RBAC edge cases.
- Guided administrators through hybrid deployments, on-premises configuration and cloud migrations across Exchange and identity; diagnosed SPF/DMARC failures and advised business owners on registrar, nameserver and mail-record corrections.
- Mentored the second training intake and guided the team manager through Microsoft 365 course 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 IT function across one hospital compound, assigning technicians to support tasks and maintaining staff PCs, network printers and sticker printers despite severe replacement-part scarcity.
- Managed AOMEI Backupper backups on a self-maintained NAS, recovered user mailboxes and completed a full Exchange server restore after a configuration failure, recovering mail service without vendor support.
- Administered Windows Server DNS and DHCP together, assigning new machines static addresses and matching configuration records; edited existing domain GPOs when endpoint configuration required changes.
- Configured network printers on end-user PCs and corrected SPF/DMARC records for hospital mail; enabled TeamViewer access for the external company administering the medical databases.
- Developed a technician's independence during live support calls through targeted hints and troubleshooting guidance, adapting the level of assistance so he could reach resolutions himself.

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

- Provided remote desktop support and off-hours coverage for doctors and medical secretaries across national healthcare operations, resolving blocked workflows involving stuck CD printers and frozen clinical services.
- Supported Active Directory and basic Exchange work, maintained existing GPOs, and administered matching DNS/DHCP records for the internal estate; configured network printers on users' PCs.
- Tested service files locally before promoting them to live Microsoft servers, ensured backups ran with incremental schedules, and performed directed IIS configuration involving site setup, file uploads and port opening.
- Helped build a C# .NET ticketing application for IT staff and end users, personally standing up its local server and contributing to a shared route for raising and tracking support requests.

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

- Resolved telephone-based connectivity faults, de-escalated frustrated callers, and remotely configured consumer routers; used IP addressing, DHCP checks, ping and traceroute to distinguish line, router and Windows client faults.

Education

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

Languages

Fluent English (Native)