Shon Caspy

Target: Technical & Functional Production Support Analyst

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

Summary

Production support specialist with Level 2 technical support experience across digital banking integrations, B2B SaaS and healthcare systems. Combines application maintenance, log-based troubleshooting, operational monitoring, SQL investigation and cross-functional technical coordination. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases, with additional experience in technician supervision, mentoring and production recovery. SQL and relational databases: SQL querying and routine administration of internal relational databases.

Technical Skills

Production support and application maintenance: Level 2 technical support; MuleSoft integration operations, REST APIs, Postman request chaining, C# web-interface support and reviewed GitLab production changes.

Application monitoring and performance analysis: Splunk SPL, Regex, error rates, throughput KPIs, platform-health dashboards and flow alerts.

Incident analysis and resolution: Operational incident management, ServiceNow ticket handling, cross-system fault localisation, root-cause investigation and deployment recovery.

SQL and relational databases: SQL database administration at routine internal-database scope; reconciliation queries, discrepancy investigation, data validation and log-based recovery-dataset reconstruction.

Service Management: Practical knowledge across incidents, events and reviewed changes; support-request tracking; familiarity with ITIL incident, event and change management.

Microsoft 365 and Microsoft Teams: B2B SaaS support; Teams group management, Azure Active Directory permissions, licensing, Exchange Online, Intune, OneDrive and SharePoint.

Coordination and Confluence: Cross-functional technical coordination, stakeholder requirements clarification, technical runbooks, IT team supervision and practical mentoring.

English proficiency at B2 level or higher: Native English; recorded CEFR level C1/C2, with daily professional customer communication.

Professional Experience

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

- Provided Level 2 production support for digital banking microservices connecting Marqeta cards, Mambu accounts and customer-onboarding platforms. Investigated ServiceNow incidents through Splunk logs and MuleSoft source, locating failures across upstream and downstream systems.
- Built a Splunk card-link failure view and Postman REST API recovery collection, joined through manual CSV export. Automated variable handling across service calls; the L2 team adopted the collection within about two days.
- For the same card-link and alert-remediation work, documented a three-way correlation proof in Confluence using SPL and Regex. Coordinated BigPanda suppression and Mambu engineering's code fix, helping reduce alerts by 80%, then 90%.
- Translated engineering managers' KPI needs into Splunk dashboards covering error rates, onboarding throughput and transaction counts and sums by country. Normalised inconsistent log formats and reported orchestration-service health during major incidents.
- Automated identification of monthly invoice-generation reruns by parsing ten inconsistently phrased local log files with Regex and matching successes and failures against the source Excel file.
- Delivered occasional assigned MuleSoft changes through separate Git branches, manager-reviewed merge requests and production merges. Also performed 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, discrepancy investigation and data-consistency validation across financial systems during a short generalist reconciliation assignment.

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

- Sustained approximately 4.9/5 CSAT across the role while handling several hundred Microsoft 365 administrator cases per week, resolving complex, high-friction issues within a severely understaffed support team.
- Delivered administrator-facing B2B Microsoft 365 SaaS support across permissions, licensing groups, Microsoft Teams group management, Intune, Exchange Online mailbox recovery, retention, OneDrive and SharePoint-backed storage.
- Investigated undocumented permissions, nested-group inheritance and RBAC edge cases. Used PowerShell to identify an unexpectedly named cloud mailbox and correct its account association, resolving a repeatedly failing migration.
- Guided customer administrators through hybrid and on-premises-to-cloud configuration issues. Diagnosed SPF and DMARC mail-routing failures and supported Outlook and Windows 10/11 account, licensing and device-side problems.
- Served as a practical technical reference during Microsoft 365 admin-center training, guided the manager through Exchange Online PowerShell exercises and mentored the following training intake.

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

- Managed a three-person IT function within one hospital compound, allocated technician tasks and coached a technician through live troubleshooting. Maintained staff PCs and printers under severe replacement-part scarcity.
- Maintained Microsoft servers and C# operational web interfaces. Restored the hospital's Exchange server after a configuration failure and performed mailbox recoveries using AOMEI Backupper and self-maintained NAS storage.

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

- Provided remote support and off-hours coverage for doctors and medical secretaries, restoring blocked clinical services and printing workflows. Supported C# web interfaces and performed directed IIS configuration.
- Developed and tested service files locally before promoting them to live servers; ensured production backups ran, including incremental schedules. Repaired orphaned DICOM/PACS examination and image links to clinical transcriptions.
- Helped build a shared support-request tracking application for IT and end users, personally establishing its local server. The C# .NET client initially stored ticket data in XML.

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

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

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