Shon Caspy

Target: Application Specialist

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Summary

Application Support and IT Operations Support professional with Service Engineering experience across digital banking, Microsoft 365 SaaS and healthcare systems. Combines Level 2 technical support, production microservices troubleshooting, observability and recovery automation to support service availability and reliability. Sustained approximately 4.9/5 CSAT while resolving complex administrator issues under high case volume. Ownership, adaptability, and continuous learning: Independently delivered operational improvements, adapted support to resource constraints and learned new tools through guided work, training and personal projects.

Technical Skills

Production application operations: Microservices-based environments: Level 2 technical support for production MuleSoft integrations, REST APIs and upstream/downstream service dependencies; ServiceNow incident management and technical escalation.

Observability and diagnostics: Log analysis, observability and monitoring: Splunk SPL, Regex, correlation IDs, performance dashboards, alert rules, service-health metrics and completeness-checked operational data reconstruction.

Incident troubleshooting; Root cause analysis: Cross-system fault isolation, transactional-state investigation, integration-code tracing and evidence-based engineering escalation; root cause analysis of recurring failures and undocumented Microsoft 365 behaviour.

Automation and operational excellence: Postman REST API chaining, JSON handling and log-processing automation; Python scripting for a ticket-creation proof of concept; PowerShell-based Microsoft 365 troubleshooting. DevOps-relevant practices include Git/GitLab-reviewed changes and Spinnaker deployment execution.

Databases and SQL; recovery operations: Routine internal database administration; SQL reconciliation and data-consistency queries; Windows Server, DNS/DHCP, backup execution, NAS capacity management and Exchange server restoration.

B2B SaaS; Identity and access management: Microsoft 365 administrator support: Azure Active Directory, Intune, Exchange Online, Teams groups, SharePoint, OneDrive, licensing, permissions, RBAC, mailbox recovery, hybrid migration guidance, Outlook and Windows 10/11.

Communication and collaboration: Professional English at B2 level or higher: Native English, recorded C1/C2. Cross-time-zone teamwork, administrator guidance and technician coaching. Customer and service orientation demonstrated through approximately 4.9/5 CSAT.

Analytical thinking and problem-solving: Ownership, adaptability, and continuous learning: independent recovery-tool delivery, support under hardware scarcity and practical technical training. Ability to work effectively in fast-paced, production-critical environments: live banking operations and high-volume administrator support.

Professional Experience

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

- Operated production MuleSoft integration microservices spanning card, account and identity-verification providers. Traced failures from Splunk logs into service source code, locating mismatched data at system boundaries before resolution or escalation.
- Built the connected card-link recovery workflow: Splunk detection views, manual CSV export and a Postman collection chaining REST API calls for batch recovery. The L2 team adopted the collection within about two days.
- For the same recovery and noise-reduction effort, documented three-way error classification and correlation proof in Confluence. Coordinated BigPanda suppression approval and Mambu engineering remediation, bringing alerts down 80%, then 90%; engineers implemented the code fix.
- Built Splunk dashboards covering error rates, onboarding throughput and transaction counts and sums by country. Normalised inconsistent log formats with Regex and supplied orchestration-service health evidence during major incidents.
- Automated invoice-rerun identification by parsing ten inconsistently phrased local log files with Regex and matching successful and failed runs against the source Excel file.
- Carried occasional assigned changes through Git branches, manager-reviewed GitLab merge requests and production merges. Executed 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 financial systems.
- Developed a Python proof-of-concept bot 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 Concierge team.
- Delivered B2B SaaS support across permissions, licensing, Intune, Exchange, OneDrive and SharePoint; guided administrators through hybrid configurations and on-premises-to-cloud migration issues.
- Resolved a repeatedly failing mailbox migration using PowerShell to locate an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Mentored the second training intake and guided colleagues through Microsoft 365 exercises, demonstrating Exchange Online PowerShell connection steps and cloud-folder mapping during the admin-center course.

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

- Managed a three-person IT function across one hospital compound, allocating technician tasks and maintaining PCs and printers under severe replacement-part scarcity.
- Restored the hospital Exchange server after a configuration failure, recovering mail service and user mailboxes using AOMEI Backupper free edition and self-maintained NAS storage.
- Administered paired DNS/DHCP records and edited existing Group Policy Objects; coached a technician through live issues to develop independent troubleshooting.

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

- Provided remote application support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services, printer faults and blocked workflows.
- Executed live service-file releases after local development and testing, maintained incremental backup execution, and repaired orphaned DICOM/PACS examination and image links to clinical transcriptions.
- Helped build a C# .NET ticketing application, personally establishing its local server so IT staff and end users could raise and track support requests.

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

- Restored consumer connectivity through telephone fault isolation, IP checks, ping and traceroute; remotely corrected router settings and de-escalated frustrated callers through resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- In personal projects, instrumented an LLM endpoint with LangWatch tracing and fallback telemetry; directed agent-assisted LangGraph workflows with explicit acceptance checks, and adjusted local inference workloads around VRAM and concurrency constraints.

Education

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