Shon Caspy

Target: Senior SAP SuccessFactors Engineer– EMEA

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

Summary

Application support and operations specialist delivering Level 2 technical support, production integration troubleshooting and practical service improvements across banking, Microsoft 365 SaaS and healthcare systems. Experience in international or multi-country environments includes collaboration across time zones in a multi-language, multi-region digital bank. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases under high case volume.

Technical Skills

Application support: BAU and application management at operational support scope: Level 2 technical support, ServiceNow incident handling, production maintenance and administrator-facing Microsoft 365 B2B SaaS support.

Functional troubleshooting: Complex functional issue resolution: failed migrations, mailbox associations, nested permissions, clinical-record linkage and cross-system data faults; PowerShell investigation and log-based root-cause analysis.

Configuration changes: Microsoft 365 configuration support; identity and access troubleshooting, permissions and licensing groups; existing Group Policy Object edits, DNS/DHCP administration and SPF/DMARC corrections.

Data and integrations: Production MuleSoft integrations, upstream/downstream flow tracing, data-format mismatch diagnosis, REST APIs, Postman request chaining, JSON handling, SQL queries and data-completeness validation.

Releases and testing: Local service testing before production promotion; Git/GitLab branches, reviewed merge requests and bounded production changes; Spinnaker deployment execution and failed-deployment recovery.

Service improvement: Operational continuous improvement through recovery automation, proactive detection and recurring-fault remediation; Splunk SPL, Regex, Confluence documentation, approval evidence and stakeholder-defined KPI dashboards.

Communication and collaboration: Strong communication skills; Collaboration with business and technical stakeholders through administrator guidance, customer de-escalation, engineering coordination, technical explanations, training support and individual technician coaching.

Professional Experience

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

- Provided Level 2 production support for MuleSoft integrations connecting card, account and European KYC platforms. Traced service logs into integration source code to locate data mismatches and route incidents to the responsible team.
- Built the Splunk detection view and Postman recovery collection for failed card linking, using manual CSV exports to pass identifier pairs into chained REST API calls. The L2 team adopted the collection within about two days.
- For the same recurring-incident improvement, proved a three-way error classification using SPL and Regex, documented the evidence in Confluence, and coordinated suppression approval and engineering remediation. Combined recovery, suppression and code fixes reduced alerts by 80%, then 90%.
- Reconstructed the complete identified dataset after a roughly month-long Snowflake write gap, searching Splunk with Marqeta guidance, checking completeness repeatedly and preparing records in the Snowflake team's requested format for downstream requeue.
- Carried a small number of assigned MuleSoft changes through separate GitLab branches, manager-reviewed merge requests and production merges. Also performed Spinnaker deployments and recovered one failed deployment by deleting the affected instance and redeploying.
- Translated engineering managers' reporting needs into Splunk dashboards covering error rates, customer onboarding and transaction activity by country. Normalised inconsistent log formats with Regex and collaborated with international teams across time zones.

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

- Wrote SQL queries for ledger reconciliation, data validation and discrepancy investigation across multiple financial systems during a short generalist operations assignment.
- Built 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 on a severely understaffed team, resolving complex, high-friction issues while maintaining clear customer communication.
- Supported business-subscription administrators across Azure Active Directory, Intune, permissions, licensing groups, Teams group management, Exchange Online, retention, OneDrive and SharePoint-backed storage, including Outlook and Windows 10/11 issues 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; also investigated undocumented nested-group and effective-permission behaviour.
- Guided customer administrators through on-premises configuration, hybrid deployments and cloud migrations across Exchange, identity and tenant settings. Diagnosed SPF and DMARC faults and helped business owners navigate registrar and nameserver settings.
- Served as a practical technical reference during Microsoft 365 admin-center training, guided the team manager through PowerShell exercises and mentored the following training intake with live troubleshooting and configuration demonstrations.

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

- Managed a three-person IT function across one hospital compound, allocated technicians to tasks and coached a technician through live troubleshooting while maintaining staff PCs, network printers and sticker printers under replacement-part scarcity.
- Managed AOMEI Backupper backups on self-maintained NAS storage, performed mailbox recoveries and restored the hospital's Exchange server after a configuration change broke mail service.
- Administered paired DNS/DHCP settings, edited existing Group Policy Objects for endpoint configuration and corrected SPF/DMARC records supporting the compound's Exchange mail flow.

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

- Provided remote-desktop support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services, stuck CD printers and other application blockers across a national healthcare operation.
- Repaired orphaned examination and image relationships in a DICOM/PACS and RIS environment, restoring correct linkage between clinical examinations, images and their transcriptions.
- Developed and tested service files locally before promoting them to the live server; executed backup operations through the McAfee backup product, including incremental schedules.
- Helped build an internal ticketing application for IT staff and end users, personally establishing the local server supporting a C# .NET client and early XML-based ticket storage.

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

- Resolved broadband faults by telephone, isolated line, router and Windows configuration problems using IP checks, ping and traceroute, remotely adjusted consumer router settings and de-escalated frustrated callers.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- In a personal automation portfolio, authored 47 structured agent SOPs and 24 executable skills with verification gates; designed probes, scorecards and provenance checks to evaluate outputs and identify incomplete or falsely successful runs.

Education

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