Shon Caspy

Target: SOAR Playbook Engineer

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Summary

Operations and automation specialist with hands-on experience building REST API recovery workflows, analysing Splunk logs and supporting production integrations in digital banking. Combines Python proof-of-concept development, JSON processing, source-level troubleshooting and reviewed Git changes with administrator-facing Microsoft 365 technical advice. Sustained approximately 4.9/5 CSAT while resolving complex business-customer cases, and translated operational requirements into practical automation, documentation and monitoring. Written and spoken English: Native English; recorded C1/C2 proficiency. Git and software development best practices: Used Git/GitLab, separate branches, manager-reviewed merge requests and production merges for occasional assigned changes.

Technical Skills

API automation: REST API integrations; REST APIs and Postman request chaining; JSON processing through automatic variable extraction and transfer; CSV-driven batch recovery.

Python workflows: Python workflow automation: Slack-to-Azure DevOps ticket-creation proof of concept; agent-assisted personal LangGraph workflows with typed state, conditional routing and bounded replanning.

Monitoring and investigation: Splunk Enterprise, SPL and Regex; operational detection engineering, alert classification and completeness validation; operational incident response through fault localisation, recovery support and service-health reporting.

Engineering practices: Git and software development best practices: GitLab branches, reviewed merge requests and production merges for occasional assigned changes. Testing and debugging: local service testing, source tracing and explicit validation checks.

Service and access support: ITSM and Level 2 technical support in ServiceNow; B2B Microsoft 365 SaaS support; identity and access troubleshooting across Azure Active Directory, permissions, licensing, Intune and Exchange Online.

Customer consultancy: Customer-facing communication and consultancy: administrator guidance, hybrid migrations, DNS and SPF/DMARC diagnostics, difficult-case resolution and technical mentoring.

Stakeholder collaboration: Stakeholder engagement across organisational levels: end users, tenant administrators, technicians, managers, directors and engineering teams; requirements clarification, Confluence documentation and international collaboration.

English communication: Written and spoken English: Native, recorded C1/C2 proficiency; used daily in technical communications and customer service delivery.

Professional Experience

Information Technology Operations Specialist | **Western Union**

August 2023 - February 2026

- Converted a manual nine-step card-activation recovery procedure into an operational Postman collection, automatically extracting JSON variables across 7–9 REST API calls. Built token-linking recovery used by the L2 Operations team within about two days.
- Extended the same recovery workflow with a Splunk detection view and manual CSV export for batch linking. Proved three-way alert classification in Confluence and coordinated BigPanda suppression and Mambu engineering remediation, bringing alerts down 80%, then 90%.
- Operated production MuleSoft integrations across card, account and KYC platforms. Traced service names into source code, followed upstream and downstream flows, and localised data mismatches before resolving incidents or routing them to the responsible team.
- Translated engineering managers' requirements into Splunk dashboards covering error rates, onboarding and transaction KPIs. Normalised inconsistent formats with Regex and reported orchestration service health from logs and metrics during major-incident war rooms.
- Retrieved service source through GitLab for investigation and completed occasional assigned changes using separate Git branches, manager-reviewed merge requests and personal execution of production merges after review.
- Automated identification of invoice-generation reruns by applying complex Regex to ten inconsistently phrased local log files and matching successful and failed processing against the source Excel file, reducing manual investigation effort.

L2 Operations Support | **NEO (getneo.com)**
November 2022 - February 2023
- Developed a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items to automate internal ticket creation.
- Wrote substantial SQL queries for ledger reconciliation, data validation and discrepancy investigation across multiple financial systems during a short generalist operations assignment.

Technical Support Engineer | **Teleperformance**
April 2021 - February 2022
- Sustained approximately 4.9/5 customer satisfaction while handling several hundred Microsoft 365 administrator cases per week, resolving complex, high-friction issues within a severely understaffed business-subscription support team.
- Supported tenant administrators across Azure Active Directory, Intune, permissions, licensing groups, Exchange mailbox recovery, retention, Teams group management, OneDrive and SharePoint-backed storage, including account and mail issues on Windows 10/11.
- Resolved undocumented permission and identity failures by investigating object relationships and effective rights. Used PowerShell to identify an unexpected cloud mailbox and correct its account association, resolving a repeatedly failing migration.
- Guided enterprise administrators through on-premises configuration, hybrid deployments and cloud migrations across Exchange, identity and tenant settings, helping correct configuration at the boundary between customer servers and Microsoft 365.
- Provided technical escalation guidance and troubleshooting strategies to colleagues. Supported the manager through Microsoft 365 course exercises, demonstrated PowerShell techniques and mentored the following training intake as a de facto technical reference.

Information Technology Team Manager | **Centro Medico La Paz**
August 2020 - May 2021
- Managed a three-person IT function across a hospital compound, allocated technician tasks and coached a colleague through live troubleshooting while maintaining staff PCs and printers under severe replacement-part scarcity.
- Maintained AOMEI Backupper backups on self-managed NAS storage, performed mailbox recoveries and restored the hospital's Exchange server after a configuration failure, recovering mail service without paid tooling or vendor support.

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, printing faults and other blockers in a national healthcare operation.
- Developed and tested service files locally before promoting them to live servers; executed backup operations, including incremental schedules, alongside Active Directory and basic Exchange work.
- Helped build an internal support-ticket application using a C# .NET client and early XML storage, personally establishing the local server for shared request tracking.

End User Support Specialist | **HOT Telecommunication**
January 2010 - January 2011
- Diagnosed consumer connectivity faults by phone using IP configuration, ping, traceroute and line sampling; remotely corrected router settings and de-escalated frustrated customers through resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)
- Directed agent-assisted personal LangGraph implementations, defining typed state, conditional routing, bounded replanning and acceptance constraints; evaluated and iterated workflows using explicit validation evidence.
- Authored 47 structured agent operating procedures and 24 executable skills with model-tier routing and verification gates, establishing documented processes for personal automation workflows.

Education

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