Shon Caspy

Target: Forward Deployed Engineer

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Summary

Production engineering and integration operations specialist with commercial experience supporting cloud-native microservices, REST APIs and live financial workflows. Combines operational recovery tooling and production deployment experience with a personal agentic AI portfolio covering orchestration, context engineering and validation. Brings administrator-facing Microsoft 365 expertise and approximately 4.9/5 CSAT.

Technical Skills

production engineering; cloud-native microservices: Production integration operations across MuleSoft, Marqeta and Mambu; REST APIs, JSON request chaining and cross-system fault isolation.

Monitoring and debugging; reliability: Splunk SPL, Regex, alert rules, KPI dashboards, source-level integration tracing and service-health reporting during incident discussions.

agentic AI; context engineering: Personal LangGraph workflows: typed state, conditional edges, sequential context injection, bounded replanning, differentiated agent roles and evaluation.

outcome ownership; time-to-value; adoption: Operational tooling from problem diagnosis through L2-team use; observed-population validation, Confluence playbooks and coordinated remediation.

Production deployment: Git/GitLab branches, reviewed merge requests and production merges; Spinnaker deployment execution and recovery; live service-file release promotion.

Identity and access management; B2B SaaS support: Microsoft 365, Azure Active Directory, RBAC, permissions, licensing, Intune, Exchange Online, SharePoint, OneDrive and PowerShell troubleshooting.

Automation and data: Postman API recovery, SQL reconciliation and routine database administration; Python integration proofs of concept; personal n8n workflows and LLM-assisted map-reduce processing.

Professional Experience

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

- Built the operational card-link recovery toolchain: Splunk alerts and a two-field view, manual CSV export, and a Postman collection chaining REST API calls and JSON variables. Achieved L2-team adoption within about two days, replacing manual recovery steps.
- Within that connected recovery effort, proved a three-way error classification using SPL and Regex and documented it in Confluence. Secured BigPanda suppression approval and coordinated management and Mambu engineering remediation; alerts fell 80%, then 90%, eliminating the top two recurring incidents.
- Built Splunk platform-health dashboards for engineering managers, translating stakeholder questions into error-rate, onboarding and transaction KPIs by country. Normalized inconsistent formats through Regex field extraction; the work earned visibility from the Global CTO.
- Delivered occasional assigned MuleSoft changes through GitLab branches, manager-reviewed merge requests and production merges. Separately executed several Spinnaker production deployments and recovered a failed deployment by deleting the affected instance and redeploying.
- Automated invoice-rerun identification after a MuleSoft cloud service moved locally, using Regex to parse ten inconsistently phrased log files and reconcile successes and failures against source Excel data.
- Reconstructed the complete identified dataset after a roughly month-long Snowflake write gap, searching Splunk, repeatedly checking completeness and formatting records to the Snowflake team's requested fields for downstream requeue.

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

- Wrote SQL queries for ledger reconciliation, cross-system data validation and discrepancy investigation.
- Developed a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items for 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 customer issues within a severely understaffed business-subscription support team.
- Resolved administrator cases spanning Azure Active Directory, Intune, licensing, permissions, Exchange, retention and collaboration storage; investigated undocumented nested-group inheritance and RBAC edge cases through object relationships and PowerShell.
- Guided customer administrators through hybrid deployments and on-premises-to-cloud migrations. Resolved a repeatedly failing mailbox migration by finding an unexpectedly named cloud mailbox with PowerShell and correcting its account association.
- Mentored the second training intake and guided the team manager through Microsoft 365 course exercises, demonstrating Exchange Online PowerShell connection steps and cloud-folder mapping.

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

- Managed a three-person IT function across one hospital compound, prioritized technician assignments and coached a technician toward independent resolution during live support calls.
- Restored the hospital's Exchange server and user mailboxes using AOMEI Backupper and self-maintained NAS storage, recovering mail service without paid tooling or vendor support.

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

- Provided remote and off-hours support to clinicians and administrative staff, restoring blocked healthcare workflows and repairing DICOM/PACS examination-to-transcription links.
- Tested service files locally and promoted releases to live servers; ran production backups, including incremental schedules.
- Helped build a C# .NET ticketing application with early XML storage, personally standing up its local server.

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

- Diagnosed consumer connectivity faults by phone, remotely configured customer routers and de-escalated frustrated callers through to resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Directed agent-assisted LangGraph implementations for personal planning and multi-agent workflows. Defined architecture and acceptance constraints using typed StateGraph state, conditional edges, clarify-or-assume gates, sequential state injection and critic-driven bounded replanning.
- Authored 47 structured agent operating procedures and 24 executable skills, establishing model-tier routing and verification gates as reusable process design and prompt engineering for personal automation.
- Designed evaluation with identical agentic tasks, auto-checked scorecards, provenance and explicit success-or-failure checks. Instrumented an LLM endpoint with LangWatch tracing and fallback-chain telemetry within the personal portfolio.
- Assigned differentiated roles to Claude, Antigravity, Hermes and local models; accepted, revised or rejected outputs. Operated RTX 5080 inference workloads with model-residency, context, VRAM and concurrency constraints, revising workload divisions after resource failures.
- Deployed a live personal SaaS stack using Next.js, Vercel, Supabase, Clerk and Stripe, extending the portfolio beyond local-model experimentation into a hosted application.

Education

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