Shon Caspy

Target: Solar Application Support Analyst - 26194D

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Summary

Technical support professional with extensive application support experience across B2B SaaS, healthcare systems and production financial integrations, including Level 2 technical support at Western Union. Combines independent investigation, REST API troubleshooting, customer guidance and actionable technical documentation. Sustained approximately 4.9/5 CSAT at Teleperformance while resolving complex Microsoft 365 administrator cases, demonstrating a strong commitment to customer experience. English proficiency: Native English; recorded C1/C2 proficiency.

Technical Skills

Application support and SaaS: Business-software troubleshooting, production integration support, remote workflow diagnosis, fault isolation and escalation to the responsible technical team.

Customer support and communication: Administrator guidance, customer education, telephone de-escalation, stakeholder updates and complex issue resolution; approximately 4.9/5 CSAT at Teleperformance.

Microsoft 365 Suite: Office applications, Outlook, Exchange Online, OneDrive, SharePoint, Teams groups, Azure Active Directory, Intune, licensing, permissions and PowerShell-assisted troubleshooting.

Independent problem-solving: Python and REST API fundamentals; operational Postman request chaining, JSON handling, SQL investigation, Splunk SPL, Regex and source-level MuleSoft integration tracing.

Accurate case documentation: ServiceNow support cases; Confluence technical documentation and runbook creation, incident classification, cross-tool evidence and data-completeness validation.

Task and project management: Practical task allocation, technical project coordination, stakeholder collaboration, technician coaching, peer mentoring and acceptance checks in personal automation projects.

Service platforms and frameworks: Familiarity with Microsoft Dynamics 365 Customer Service and ITIL incident, event and change management.

English proficiency: Native English, recorded C1/C2 proficiency; daily English communication in technical support and customer service.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow, investigating production integration failures across vendor and internal system boundaries. Used Splunk logs and MuleSoft source code to establish the failing data handoff before resolving or routing incidents.
- Built the complete card-link recovery workflow: defined alerts, created a Splunk view, manually exported identifier pairs to CSV and built a Postman collection chaining REST API calls. The L2 team adopted the collection within about two days.
- For the same remediation effort, documented a validated three-way error classification in Confluence and secured suppression approval. Coordinated BigPanda, management and Mambu engineering on suppression and the engineering-owned code fix, bringing alerts down 80%, then 90%.
- Built Splunk dashboards covering error rates, onboarding and country-level transaction KPIs, translating stakeholder requirements into available data. Reported orchestration service health during major incidents and maintained stakeholder updates using operational signals.
- Automated identification of invoice-generation reruns by parsing ten inconsistently phrased local log files with Regex and matching recorded successes and failures against the source Excel file, replacing hours of manual log searching.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap. Searched Splunk, repeatedly checked completeness and prepared records in the fields requested by the Snowflake team for downstream requeue.

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

- Wrote substantial SQL queries for ledger reconciliation and data validation across financial systems, investigating discrepancies through query-based analysis.
- 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 in a severely understaffed team, resolving complex, high-friction issues under sustained case volume.
- Delivered B2B SaaS support for Microsoft 365 tenant administrators across Office applications, Exchange Online, OneDrive, SharePoint, Teams groups, permissions, licensing and Intune, including Outlook and Windows 10/11 account issues.
- Resolved a repeatedly failing mailbox migration by using PowerShell to locate an unexpectedly named cloud mailbox and correct its association with the appropriate Azure Active Directory account.
- Educated enterprise administrators through configuration guidance for hybrid deployments and on-premises-to-cloud migrations, helping customers correct Exchange, identity and tenant configuration across the boundary between their servers and Microsoft 365.
- Diagnosed undocumented permission inheritance and role-group issues; guided business owners through registrar, nameserver and mail-record checks, addressing domain-resolution problems and SPF/DMARC failures affecting mail routing.
- Provided technical escalation guidance to colleagues and mentored the second training intake. Demonstrated practical PowerShell and cloud-storage techniques during a month-long Microsoft 365 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, allocated technicians to tasks and coached a technician through live troubleshooting to develop independent resolution skills.
- Recovered Exchange mail service through a full server restore and performed mailbox recoveries using AOMEI Backupper and self-maintained NAS storage, 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 and other workflow blockers across a national healthcare operation.
- Helped build a C# .NET ticketing application for IT and end users, personally establishing its local server and providing a shared route for raising and tracking support requests.
- Supported production changes through local service-file development, testing and promotion to the live server; maintained backup execution and performed directed IIS configuration, including file uploads and opening ports.

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

- Provided front-line telephone connectivity support, isolated infrastructure, router and Windows faults using IP configuration, ping and traceroute, and de-escalated frustrated callers through to resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Authored 47 structured agent operating procedures and 24 executable skills for personal automation, incorporating model-tier routing and verification gates as process design and prompt engineering.
- Directed agent-assisted Python/LangGraph projects by defining architecture and acceptance constraints, evaluating workflow outputs and applying explicit validation checks to distinguish working results from partial or falsely successful states.

Education

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

Languages

Fluent English (Native)