Shon Caspy

Target: IT Support Engineer – German Market (EMEA)

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Summary

IT support professional combining internal workplace support, B2B Microsoft 365 SaaS support and Level 2 technical support in global financial operations. Sustained approximately 4.9/5 CSAT at Teleperformance while resolving complex administrator issues under high case volume. Brings practical Windows troubleshooting, Active Directory support, ServiceNow incident handling, PC maintenance and clear technical guidance for users and colleagues.

Technical Skills

Service desk: IT support; IT service desk; ITSM / ticketing tools: ServiceNow second-line incident handling, operational reporting views and internal support-request tracking.

Workplace technology: Windows OS: Windows 10/11 troubleshooting. Standard workplace IT tools: Outlook, Office applications, Teams groups, OneDrive, SharePoint, network printers and SIP/VoIP telephony support.

Microsoft and access: Microsoft 365 administration; Active Directory support; Azure Active Directory, Intune, permissions, licensing and existing Group Policy edits. IT security support: access troubleshooting, RBAC role groups and SPF/DMARC authentication.

Hardware maintenance: PC hardware: staff PC component replacement, network and sticker printer maintenance, and useful-life extension under spare-part constraints; per-PC network printer configuration.

Networking and remote assistance: Basic networking (TCP/IP): IPv4, DNS, DHCP, ping, traceroute and router configuration. Remote support tools: remote desktop control, supplier consoles and TeamViewer access facilitation. Remote support by telephone and desktop control.

Service delivery: Organisation and multitasking: high-volume case handling and technician task allocation. Customer-oriented mindset: approximately 4.9/5 CSAT and customer de-escalation. Proactive and reliable approach: operational recovery improvements and dependable hardware support.

Communication and knowledge sharing: Strong communication skills: administrator guidance, colleague mentoring, Confluence runbooks and service-health reporting. Good English communication skills: Native English, recorded as C1/C2, used daily in technical support.

Incident handling and collaboration: Incident management: investigation, fault localisation and remediation coordination. Service requests: permissions, licensing, groups and printer configuration. Collaboration across global teams and time zones: international operations and engineering coordination.

Professional Experience

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

- Handled ServiceNow IT service desk incidents as second-line support, tracing Splunk logs and MuleSoft integration code to localise faults and route issues to the responsible team.
- Built Splunk detection and Postman card-link recovery joined by manual CSV export; documented three-way correlation in Confluence and coordinated BigPanda suppression and Mambu engineering's code fix, reducing alerts first 80%, then 90%.
- Built Splunk dashboards for engineering managers, normalising inconsistent log formats into usable fields and reporting platform error rates, customer onboarding activity and transaction metrics by country.
- Collaborated with international teams across time zones and reported orchestration service health during major-incident discussions, using logs and active metrics to establish whether supported services were affected.

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

- Wrote SQL queries for ledger reconciliation and data-consistency investigation; developed a Python proof of concept 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 issues in a severely understaffed business-subscription support team.
- Supported administrators across Exchange Online, Office, OneDrive, SharePoint, Teams groups and Intune, including Outlook and Windows 10/11 account, licensing and mail problems on users' PCs.
- Resolved undocumented identity and access issues involving overlapping permissions, nested group inheritance and RBAC role groups, reasoning from object relationships when available documentation did not explain the behaviour.
- Guided administrators through hybrid Exchange and identity configuration and on-premises-to-cloud migrations; repaired a failed mailbox migration using PowerShell to identify and reassociate an unexpected cloud mailbox.
- Diagnosed domain-resolution and mail-routing problems with online DNS lookup tools, guided customers through registrar and nameserver settings, and corrected SPF/DMARC authentication issues affecting legitimate mail.
- Served as a technical reference during Microsoft 365 admin-center training, guided the team manager through practical exercises and mentored the following intake on support tools and troubleshooting.

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

- Managed a three-person IT function serving a hospital compound, allocated technicians to tasks and coached a colleague through live troubleshooting to develop independent problem-solving.
- Kept staff PCs, network printers and sticker printers operational through maintenance and component swapping under severe replacement-part scarcity, while providing direct IT support to management.
- Configured newly added machines with matching static IP, DHCP and DNS settings on Windows Server; edited existing domain Group Policy Objects when endpoint configuration required changes.
- Maintained AOMEI Backupper backups and NAS capacity, performed routine mailbox recoveries and restored the hospital's Exchange server after a configuration failure, recovering mail service without paid vendor support.
- Configured network printers on end-user PCs and enabled TeamViewer access on the access-point machine for the external company administering the medical databases.

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

- Provided remote desktop support to doctors and medical secretaries, resolving stuck CD printers, frozen clinical services and other workflow blockers, with additional off-hours support coverage.
- Supported Active Directory and Windows Server operations, maintained matching DHCP and DNS configurations for new machines, and edited existing Group Policy Objects for endpoint configuration.
- Helped build an internal support-ticketing application and personally established its local server, giving IT staff and end users a shared route to raise and track requests.
- Managed network printers and configured them on users' PCs; co-administered the existing SIP telephony estate and supported staff softphones alongside desk telephones.

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

- Resolved telephone connectivity cases through Windows IPv4 checks, ping, traceroute and remote router configuration, distinguishing infrastructure faults from customer-side problems while de-escalating frustrated callers through resolution.

Education

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

Languages

Fluent English (Native)