Shon Caspy

Target: Application Support Engineer (L2) – Banking Payments

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Summary

Technical support professional with Application Production Support (L2) experience in digital banking, card-payment integrations and live healthcare services. Combines root cause analysis, production monitoring, recovery automation and coordination of corrective actions with engineering teams. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases, bringing strong customer service and technical communication to demanding support environments.

Technical Skills

Application Production Support (L2): Level 2 technical support for banking payments; Payment applications support across MuleSoft integrations connecting Marqeta cards, Mambu accounts and European KYC vendors.

incident management; root cause analysis: ServiceNow incident handling, cross-system fault isolation, log and source-code investigation, corrective-action coordination; familiarity with ITIL incident, event and change management.

monitoring; continuous improvement: Splunk dashboards, SPL, Regex, correlation-ID analysis, flow-health alerts, operational recovery automation and evidence-based alert-noise reduction.

batch processing; operational data: CSV-driven Postman recovery, REST APIs, JSON handling, monthly invoice rerun analysis, SQL reconciliation queries, data validation and Snowflake recovery-dataset preparation.

deployments; Windows administration: Spinnaker deployment recovery, reviewed Git/GitLab changes, Windows Server, DNS/DHCP, PowerShell-based Microsoft 365 troubleshooting and directed IIS configuration.

security controls; B2B SaaS support: Microsoft 365 administrator support; Identity and access management troubleshooting across Azure Active Directory, Intune, RBAC, permissions, licensing and SPF/DMARC authentication.

preventive maintenance; knowledge sharing: Production backups, NAS capacity upkeep, Exchange recovery, Confluence runbooks, technical mentoring and practical troubleshooting guidance.

Advanced spoken and written English (C1/C2): English: Native, C1/C2; used daily in technical support communications. Spanish: Basic / limited. International collaboration across time zones.

Professional Experience

Information Technology Operations Specialist | **Western Union**

August 2023 - February 2026

- Operated production banking integrations across MuleSoft, Marqeta and Mambu; investigated ServiceNow incidents by tracing logs into integration source code and localising faults across upstream and downstream system boundaries.
- Built Splunk detection and a Postman REST API collection for card-link recovery, chaining JSON variables across service calls and processing manually exported CSV pairs; the L2 team adopted the collection within about two days.
- For the same card-link and alert-noise improvement, documented three-way error classification in Confluence and coordinated BigPanda suppression approval and Mambu engineering remediation; combined actions reduced alerts by 80%, then 90%, eliminating the top two recurring incidents.
- Built Splunk platform-health dashboards covering errors, onboarding and transaction KPIs by country, plus flow-health alerts; supplied log-based assessments of orchestration service health during major-incident discussions.
- Automated monthly invoice rerun identification using Regex across ten inconsistently phrased log files, matching successful and failed processing against the source Excel file after a MuleSoft service moved locally.
- Executed production Spinnaker deployments and recovered a failed deployment through instance deletion and redeployment; carried occasional assigned MuleSoft changes through separate GitLab branches, manager review and production merge.

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

- Wrote substantial SQL queries for ledger reconciliation, data validation and discrepancy investigation across financial systems, working as a generalist reconciler during a short L2 operations assignment.
- Developed a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items to automate internal ticket creation; the work remained a proof of concept.

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 within a severely understaffed support team.
- Delivered B2B SaaS support across Exchange Online, OneDrive, SharePoint, Azure Active Directory and Intune, covering mailbox recovery, retention, licensing, permissions and Windows account conflicts.
- Resolved undocumented access issues involving overlapping permissions, nested-group inheritance and RBAC role groups; used PowerShell to identify an unexpected mailbox and correct its account association.
- Guided administrators through hybrid configurations and on-premises-to-cloud migrations; diagnosed SPF/DMARC mail-routing failures and supported Outlook and Windows 10/11 issues within tenant administrator cases.
- Mentored the second training intake and guided colleagues through Microsoft 365 course exercises, demonstrating Exchange Online PowerShell connection steps and cloud-storage access from Windows.

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

- Managed a three-person hospital IT function, allocated technician tasks and coached one technician through live troubleshooting to develop independent resolution skills.
- Maintained AOMEI Backupper backups and NAS capacity, performed mailbox recoveries and restored the Exchange server after a configuration failure, recovering mail service without vendor support.
- Administered Windows Server DNS/DHCP records for the hospital estate, aligned machine addressing and name resolution, and edited existing Group Policy Objects for endpoint configuration.

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

- Provided remote support and off-hours coverage for doctors and medical secretaries, restoring blocked workflows involving frozen clinical services and stuck CD printers.
- Supported live service releases by testing files locally and promoting them to production; executed backups with incremental schedules and performed directed IIS configuration, file uploads and port opening.
- Repaired orphaned examination and image relationships in DICOM/PACS and RIS systems, restoring links to the correct clinical transcriptions within a national healthcare environment.

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

- Resolved consumer connectivity faults by phone using IP configuration, ping, traceroute and remote router configuration, de-escalating frustrated callers and maintaining engagement through resolution.

Education

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

Languages

Fluent English (Native)