Shon Caspy

Target: Cloud Security Operations Engineer

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Summary

IT operations and automation specialist with experience supporting digital banking integrations, Microsoft 365 cloud identity and healthcare infrastructure. Combines Splunk investigation, operational incident response, API recovery automation and cross-team remediation, contributing to alert reductions of 80%, then 90%, at Western Union. Delivered B2B Microsoft 365 administrator support with approximately 4.9/5 CSAT while resolving complex access, mailbox and configuration issues. Advanced English: Native English; C1/C2.

Technical Skills

Splunk; AWS monitoring: SPL, Regex, correlation analysis, operational alerts, KPI dashboards and AWS performance monitoring; familiarity with Amazon CloudWatch and Amazon S3.

Identity and access management: Microsoft 365 SaaS support: Azure Active Directory, Intune, RBAC role groups, nested permissions, licensing, account associations and SPF/DMARC authentication troubleshooting.

Scripting and automation using Python, PowerShell: Python workflow proofs of concept; PowerShell-based Microsoft 365 troubleshooting; SPL/Regex analysis; Postman REST API request chaining, JSON handling and CSV-driven batch recovery.

CI/CD participation: Git/GitLab branches, reviewed merge requests, production merges, occasional assigned MuleSoft changes, Spinnaker deployment execution and failed-deployment recovery.

Network security and services: Consumer-router MAC access controls; SMB wireless access and port forwarding; Windows Server DNS/DHCP consistency; TCP/IP fault isolation and existing Group Policy editing.

Operational resilience: Operational incident response, root-cause analysis, service-health assessment, recovery-data validation, Exchange restoration, NAS capacity management and backup execution.

Technical support and knowledge transfer: Level 2 technical support, ServiceNow investigation, Confluence runbooks, administrator guidance, customer de-escalation, technical mentoring and task allocation.

Advanced English: Native English, C1/C2; daily English communication in technical service delivery and international collaboration across time zones.

Professional Experience

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

- Built connected Splunk detection and Postman recovery for failed card linking: defined alerts, exported card/user identifiers manually as CSV, and automated REST API request chaining. The L2 team adopted the collection within about two days.
- For the same remediation effort, proved three-way error classification using SPL/Regex and Confluence documentation. Coordinated BigPanda suppression approval and supplied Mambu engineers with root-cause evidence for their code fix; alerts fell 80%, then 90%.
- Built Splunk platform-health dashboards covering error rates, onboarding and transaction KPIs by country, normalising inconsistent fields with Regex. Used AWS for performance monitoring and translated engineering managers' requirements into actionable operational views.
- Investigated ServiceNow incidents through Splunk logs and MuleSoft source, tracing upstream/downstream data mismatches to responsible teams. Provided log-based assessments in major-incident war rooms to establish whether orchestration services were affected.
- Carried approximately three assigned changes through GitLab branches, manager-reviewed merge requests and production merges. Executed several Spinnaker deployments and recovered one failed deployment by deleting the affected instance and redeploying.
- Reconstructed the complete identified dataset after a roughly month-long Snowflake write gap, searching Splunk, checking completeness repeatedly and formatting log data into the ingestible fields requested for downstream requeue.

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

- Wrote substantial SQL queries for ledger reconciliation, data-consistency validation and discrepancy investigation across financial systems during a short operations-support assignment.
- 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 an understaffed B2B Concierge channel, resolving complex, high-friction technical issues.
- Supported Azure Active Directory, Intune, permissions, licensing groups, Teams group management, Exchange Online, retention, OneDrive and SharePoint-backed storage, including Windows 10/11 account conflicts and Outlook issues.
- Resolved undocumented permission and identity failures involving overlapping rights, nested group inheritance and RBAC role groups. Used PowerShell to identify an unexpected mailbox and correct its account association, resolving a repeatedly failing migration.
- Guided customer administrators through hybrid deployments and on-premises-to-cloud migrations. Diagnosed SPF/DMARC authentication failures and advised small businesses on registrar, nameserver and DNS-record corrections to restore domain and mail functionality.
- Became a practical technical reference during Microsoft 365 admin-center training, demonstrated PowerShell connection workflows, helped the team manager with exercises and mentored the following training intake.

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

- Managed a three-person IT function across one hospital compound, allocating support tasks and maintaining staff PCs, network printers and sticker printers under severe replacement-part constraints.
- Recovered Exchange mail service through a full server restore after a configuration failure; performed mailbox recoveries using AOMEI Backupper and manually maintained NAS capacity.
- Maintained matching static addresses, DHCP configuration and DNS records; edited existing Group Policy Objects and corrected SPF/DMARC mail-authentication records for the compound's Exchange environment.
- Coached a technician through live troubleshooting using targeted hints, developing independent resolution skills while keeping assigned issues moving toward resolution.

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

- Provided remote-desktop support and off-hours coverage for doctors and administrative staff, restoring blocked clinical workflows. Repaired orphaned examination/image relationships in DICOM/PACS and RIS systems.
- Executed locally tested service-file releases and incremental backup schedules; maintained DNS/DHCP consistency, existing Group Policy settings and SPF/DMARC records within general infrastructure responsibilities.
- Helped build a C# .NET ticketing application with XML storage, personally establishing its local server to give IT staff and end users a shared support-request channel.

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

- Diagnosed broadband faults using IP configuration, ping and traceroute; remotely configured consumer routers, wireless settings and MAC access lists while de-escalating frustrated callers.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Designed personal AI automation workflows with coding-agent assistance, defining acceptance constraints, verification gates and deterministic checks; authored 47 structured operating procedures and 24 executable skills.

Education

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