Shon Caspy

Target: Application Support Engineer

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Summary

Application support professional delivering Level 2 technical support across production financial integrations, Microsoft 365 SaaS and healthcare systems. Combines incident management, problem management and RCA with service-health monitoring, operational automation and vendor coordination. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases under high case volume.

Technical Skills

Application support: Level 2 technical support; production service operations; B2B Microsoft 365 SaaS support; MuleSoft integration troubleshooting; REST APIs and Postman.

Incident management; Problem management; Root cause analysis (RCA): ServiceNow triage, technical routing, log correlation, source-code tracing and recurring-incident remediation with owning engineers.

Monitoring and alerting: Splunk SPL, Regex, service-health dashboards, failure classification, operational alert rules and evidence-based noise suppression.

Analytical skills; KPIs: Operational KPI reporting, SQL validation, log-data reconstruction, completeness checks and stakeholder-driven metric definition.

Vendor and partner coordination: Technical investigation, remediation coordination, engineering handoffs and service-status communication across internal teams and financial-platform partners.

Cloud environments; CI/CD; DevOps: AWS performance monitoring; Azure Active Directory support; Microsoft 365 hybrid-migration guidance; Git/GitLab reviewed changes; Spinnaker deployment execution and recovery.

Documentation and automation: Confluence runbooks, support procedures, Postman request chaining, JSON handling, regex-based batch analysis and practical peer mentoring.

C1 English proficiency, spoken and written: Native English, recorded proficiency C1/C2; professional customer communication and technical guidance.

Professional Experience

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

- Delivered Level 2 technical support through ServiceNow for production MuleSoft integrations spanning card, account and identity-verification platforms. Traced logs into integration code, localised failing system boundaries and routed incidents to responsible engineers or vendors.
- Built connected card-link detection and recovery automation: defined alerts, created a Splunk view, manually exported identifier pairs as CSV and built a Postman collection chaining REST API calls. The L2 team adopted the collection within about two days.
- For the same recurring-problem effort, proved three-way error classification using SPL and Regex and documented it in Confluence. Coordinated BigPanda suppression approval and Mambu engineering remediation; alerts fell 80%, then 90%, with the top two recurring incidents eliminated.
- Built Splunk dashboards reporting KPIs including error rates, onboarding throughput and country-level transaction counts and sums. Normalised inconsistent log formats, translated stakeholder requirements into metrics and reported orchestration service health during major-incident discussions.
- Automated invoice-rerun identification by parsing ten inconsistently formatted log files with Regex and matching successes and failures against source Excel data, replacing hours of manual searching.
- Carried occasional assigned changes through Git branches, manager-reviewed GitLab merge requests and production merges. Performed several Spinnaker deployments and recovered a failed deployment by deleting the affected instance and redeploying.

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

- Wrote SQL queries for ledger reconciliation and cross-system data validation. Separately built 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 weekly, resolving complex, high-friction issues within a severely understaffed business-support team.
- Supported identity and access management through Azure Active Directory, permissions, licensing groups and Teams group management; resolved Intune, Outlook, Windows 10/11, OneDrive and SharePoint-backed storage issues.
- Resolved a repeatedly failing mailbox migration by using PowerShell to discover an unexpectedly named cloud mailbox and correct its association with the Azure Active Directory account.
- Guided customer administrators through Exchange hybrid deployments and on-premises-to-cloud migrations. Diagnosed domain-resolution and mail-routing failures, including SPF and DMARC configuration problems.
- Provided troubleshooting guidance to colleagues and mentored the second training intake. Demonstrated Exchange Online PowerShell connection steps and cloud-folder mapping during Microsoft 365 admin-center training.

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

- Managed a three-person IT function across a hospital compound, prioritising technician assignments and maintaining staff PCs and printers under replacement-part scarcity; coached a technician toward independent troubleshooting.
- Recovered Exchange service through a full server restore after a configuration failure. Performed mailbox recoveries using AOMEI Backupper and manually maintained NAS capacity for available restore points.
- Administered Windows Server DNS and DHCP together, keeping machine addresses and records consistent; edited existing Group Policy Objects and corrected SPF and DMARC mail-authentication records.

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

- Provided remote application support and off-hours coverage for clinicians and administrative staff, restoring frozen services and blocked workflows. Supported C# web interfaces and performed instructed IIS site configuration, file uploads and port opening.
- Repaired orphaned examination and image relationships in a national DICOM/PACS and RIS environment, restoring their links to the correct clinical transcriptions.
- Helped build an internal ticketing application for IT staff and end users, personally establishing its local server; the C# .NET client initially stored ticket data in XML.

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

- Delivered L1 connectivity support by telephone, isolating line, router and Windows faults using IP configuration, ping and traceroute; remotely configured customer routers and de-escalated frustrated callers.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- For personal automation projects, authored 47 structured agent operating procedures and 24 executable skills with model-tier routing and verification gates; instrumented an LLM endpoint with LangWatch tracing.

Education

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