Shon Caspy

Target: LSS (Local Site Support) Engineer

Madrid, Spain | narubian@gmail.com | +34 627 28 09 95 | linkedin.com/in/shon-caspy

Summary

Madrid-based IT Support professional combining hands-on Local Site Support (LSS), Desktop Support and End User Computing experience with enterprise Microsoft 365 support and Level 2 technical support in global banking operations. Maintained workplace PCs and printers, resolved Windows and identity issues, and supported business administrators across Microsoft 365 SaaS services. Sustained approximately 4.9/5 CSAT while resolving complex administrator cases in a severely understaffed team. Microsoft Teams and collaboration platforms: Microsoft Teams group management and Microsoft 365 collaboration support across OneDrive and SharePoint.

Technical Skills

Workplace support: Onsite support and Field Services within a hospital compound: PC and printer maintenance, device setup and component replacement. Hardware, software and connectivity troubleshooting across workplace devices and user workflows.

Windows and devices: Windows operating systems: Windows 10/11 account, licensing, Outlook and local-file troubleshooting; Microsoft Intune support within administrator cases; network-printer configuration on end-user PCs.

Microsoft 365: Enterprise support and B2B SaaS technical support across Exchange Online, Office applications and mailbox recovery. Microsoft Teams and collaboration platforms: Teams group management, OneDrive and SharePoint-backed storage.

Identity and access: Active Directory and Azure Active Directory support; Identity management concepts applied to permissions, licensing groups, nested inheritance and RBAC role groups; existing Group Policy editing and hybrid configuration guidance.

Networking: Network fundamentals: TCP/IP, LAN, Wi-Fi, DHCP, DNS and subnetting; IPv4 fault isolation using ping and traceroute; SMB router configuration, SSIDs, wireless access and port forwarding.

Service operations: IT Service Management tools and ITSM practice: ServiceNow second-line incident handling, internal support-request tracking, escalation routing, Splunk investigation, Confluence runbooks and technical procedures.

Service quality: Analytical and customer service skills: complex fault diagnosis and customer de-escalation. Effective communication with users and administrators; Attention to detail in record linkage and recovery-dataset completeness checks.

Delivery and teamwork: Ability to manage multiple priorities through technician task allocation and high-volume case handling; Proactive approach to recovery tooling; Collaboration with local and global technology teams, including international coordination across time zones.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow, investigating production incidents with Splunk and tracing MuleSoft integration flows to identify the responsible system boundary before resolving or escalating faults.
- Built connected card-recovery tooling: a Splunk detection view, manual CSV export and Postman REST API collection that linked affected cards to users; the L2 team adopted the collection within about two days.
- For the same recurring-incident work, documented three-way correlation evidence in Confluence and coordinated suppression approval and engineering remediation with BigPanda, management and Mambu; alerts fell 80%, then 90%.
- Collaborated with international teams across time zones and contributed log-based service-health assessments during major incidents, reporting whether orchestration services were affected using live metrics.

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

- Wrote SQL queries for ledger reconciliation, data validation and discrepancy investigation across financial systems; developed a Python proof of concept connecting Slack with Azure DevOps ticket creation.

Technical Support Engineer | **Teleperformance**
April 2021 - February 2022

- Sustained approximately 4.9/5 CSAT across the role while handling several hundred Microsoft 365 administrator cases per week and resolving complex, high-friction issues on a severely understaffed team.
- Supported Windows 10/11 PCs, Outlook and Office applications within business-subscription administrator cases, troubleshooting account conflicts, licensing, local files, Intune-related issues and mail problems affecting tenant users.
- Handled day-to-day Microsoft Teams group management, OneDrive and SharePoint storage issues, permissions and licensing groups; investigated nested inheritance and RBAC role-group behaviour in undocumented access cases.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Mentored the second training intake and helped colleagues through Microsoft 365 admin-center exercises, demonstrating Exchange Online PowerShell connection steps and Windows access to cloud folders.

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

- Managed a three-person healthcare IT function, maintaining staff PCs, network printers and sticker printers through hands-on repairs and component swapping under severe replacement-part scarcity.
- Managed network printers and configured them on end-user PCs as routine workplace support, ensuring staff had functioning devices across the hospital compound.
- Configured new-machine static addressing with matching DHCP settings and DNS records on Windows Server; edited existing Group Policy Objects when endpoint configuration required changes.
- Operated AOMEI Backupper with a self-maintained NAS, recovered user mailboxes and restored the hospital Exchange server after a configuration failure, recovering mail service without paid tooling or vendor support.
- Allocated technicians to physical support tasks across adjacent hospital buildings and coached a technician through live troubleshooting, using targeted hints to develop independent problem-solving while keeping issues resolved.

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

- Provided remote-desktop support and off-hours coverage for doctors and medical secretaries, resolving blocked workflows involving stuck CD printers and frozen clinical services.
- Supported Active Directory, edited existing Group Policy Objects and maintained matching DHCP and DNS configurations for new machines; managed SMB wireless access and router port forwarding.
- Helped build an internal support-ticket application for IT and end users, personally establishing its local server; the C# .NET client provided a shared route to raise and track requests.
- Supported workplace printing through per-PC network-printer configuration and co-administered existing SIP telephony, including PC softphones and desk telephones, alongside wider healthcare end-user support.

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

- Diagnosed consumer connectivity faults by phone, separating line, router and Windows configuration problems using IPv4 addressing, DHCP behaviour, speed tests, ping and traceroute.
- Remotely configured customer routers, Wi-Fi credentials, channels and LAN-side DHCP; de-escalated frustrated callers and guided connectivity problems through to resolution.

Personal Projects

CCNA network fundamentals coursework (Personal Project)

- Completed approximately 40% of CCNA coursework, covering cabling, IPv4 address calculation and subnetting arithmetic; the course was not completed and no certification was obtained.

Education

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