Shon Caspy

Target: Technical Support Engineer

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Summary

Technical support professional with Level 2 technical support experience in digital payments, production system integration and Microsoft 365 SaaS customer support. Sustained approximately 4.9/5 CSAT at Teleperformance while resolving complex administrator issues under high case volume. Combines API recovery automation, analytical troubleshooting, technical documentation and hands-on hardware support with practical guidance for customers and colleagues.

Technical Skills

Payments and integration: Relevant technical experience in the payments industry: digital payments operations, card-link recovery and system integration support across MuleSoft, Marqeta, Mambu, REST APIs, Postman and JSON.

Analysis and troubleshooting: Analytical and troubleshooting skills: cross-system fault isolation, source-level integration tracing, Splunk SPL, Regex, ServiceNow incident investigation and SQL data validation.

Customer service: Interpersonal skills: B2B customer support, de-escalation and administrator guidance; Microsoft 365 SaaS support and Identity and access management through permissions, licensing groups and RBAC troubleshooting.

Communication and coaching: Strong written and spoken English communication; native English, C1/C2. Ability to explain technical topics clearly through customer configuration guidance, Confluence runbooks and colleague mentoring.

Independent delivery and collaboration: Ability to work independently and collaborate across teams: operational recovery tooling, engineering coordination, international collaboration, Git branches and reviewed GitLab merge requests.

Hardware and software support: Technical support experience for hardware or software products: PCs, printers, Windows 10/11, Outlook and healthcare applications; remote desktop support, DNS, DHCP and consumer-router configuration.

Continuous improvement: Support process improvement through diagnostic documentation, alert classification, recovery automation, collaborative C# .NET application work and local testing before production release.

Technical exploration: Curiosity and enthusiasm for new technologies: personal AI automation, agent-assisted LangGraph workflows, local inference resource management and network addressing and subnetting coursework.

Professional Experience

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

- Built Postman recovery collections chaining REST API calls for failed card activations and card linking. Created the associated Splunk view and manually exported CSV identifier pairs for batch recovery; L2 Operations adopted the collection within about two days.
- For the same recovery initiative, documented three-way error classification in Confluence and proved completeness against observed events. Coordinated BigPanda suppression approval and supplied evidence for Mambu engineers' code fix; alerts fell 80%, then 90%.
- Diagnosed production integration failures across financial platforms by tracing logs into MuleSoft source and following upstream and downstream data. Completed a small number of assigned changes through GitLab branches, manager review and production merge.
- Built Splunk platform-health dashboards covering error rates, onboarding and transaction KPIs by country. Translated stakeholder needs into available data and reported whether orchestration services were affected during major-incident discussions.
- Automated identification of invoice-generation reruns by parsing ten inconsistently phrased local log files with Regex and matching successes and failures against the source Excel file.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap. Used Marqeta search guidance, repeatedly checked completeness and prepared the requested structured fields for downstream requeue.

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

- Wrote SQL queries for ledger reconciliation and cross-system data validation. Built a Python proof of concept connecting Slack to 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 within a severely understaffed business-subscription support team.
- Supported tenant administrators across Azure Active Directory, Intune, permissions, licensing, Exchange Online, retention, Teams groups, OneDrive and SharePoint-backed storage, including Outlook and Windows 10/11 account issues.
- Resolved a repeatedly failing mailbox migration using PowerShell to identify an unexpected cloud mailbox and restore its association with the correct Azure Active Directory account.
- Guided customer administrators through hybrid and on-premises-to-cloud configurations. Diagnosed domain-resolution and mail-routing problems, explaining registrar settings and SPF and DMARC corrections to business customers.
- Provided practical 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 one hospital compound, allocating technician tasks and maintaining staff PCs, network printers and sticker printers through component swapping under replacement-part scarcity.
- Recovered Exchange mail service through a full server restore using AOMEI Backupper and self-maintained NAS storage; performed mailbox recoveries and manually managed storage capacity.
- Maintained matching DHCP configurations and DNS records for newly addressed machines, edited existing Group Policy Objects and coached a technician toward independent resolution of live support issues.

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

- Provided remote-desktop support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services and stuck CD printers to restore clinical and administrative workflows.
- Helped build a shared support-ticket application using a C# .NET client and early XML storage, personally establishing its local server so staff could raise and track requests.
- Repaired orphaned DICOM/PACS examination and image relationships to restore correct clinical-transcription linkage. Separately tested service-file changes locally before promoting them to the live healthcare environment.

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

- Resolved connectivity faults by phone, de-escalating frustrated callers while distinguishing line, router and Windows faults through IP configuration, ping and traceroute; remotely corrected consumer-router settings and firmware.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Directed agent-assisted personal automation projects, defining architecture, acceptance constraints and validation checks. Authored 47 Markdown operating procedures and 24 executable skills with model-tier routing and verification gates.

Education

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

Languages

Fluent English (Native)