Shon Caspy

Target: LSS (Local Site Support) Engineer

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Summary

Hands-on IT Support professional with experience in onsite PC and printer maintenance, Windows desktop support, administrator-facing Microsoft 365 support and Level 2 technical support in a global enterprise. Sustained approximately 4.9/5 CSAT at Teleperformance while resolving complex administrator issues under high case volume. Combines practical hardware and network troubleshooting with clear customer communication, technician coaching and documented service improvements.

Technical Skills

Workplace support: Local Site Support, Desktop Support and End User Computing: PCs, applications and printers. Field Services and Onsite support within a hospital compound; device setup, endpoint configuration and hardware maintenance.

Windows and diagnostics: Windows operating systems: Windows 10/11 support and Windows Server administration. Hardware, software and connectivity troubleshooting: component swapping, account conflicts, application faults and printer configuration.

Microsoft 365: B2B SaaS support; Microsoft Intune troubleshooting; Microsoft Teams and collaboration platforms: Teams group management, Exchange Online, Outlook, Office, OneDrive and SharePoint support.

Directory and access: Active Directory; Identity management concepts: Azure Active Directory accounts, licensing groups, permissions, nested inheritance and RBAC troubleshooting; editing existing Group Policy Objects.

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

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

Customer service: Analytical and customer service skills: hypothesis-driven Troubleshooting and de-escalation. Effective communication: explain fixes and guide users. Attention to detail: validate record relationships and dataset completeness.

Delivery and teamwork: Managing multiple priorities: technician assignments and high-volume cases. Proactive approach: detect failures and automate recovery. Collaboration with local and global technology teams: onsite technicians and international colleagues across time zones.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow, using Splunk logs and MuleSoft source code to isolate faults across systems and route incidents to the responsible team.
- Built a Postman collection chaining REST API calls for failed card activations, adopted by L2 Operations within about two days; subsequently built Splunk detection and CSV-fed batch recovery for the same problem.
- For that connected recovery effort, documented three-way error classification in Confluence and coordinated suppression approval with BigPanda and management, helping reduce related alert noise by up to 80%.
- Built platform-health dashboards for engineering managers and reported orchestration service health during major incidents, collaborating with international technology teams across time zones.

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 while handling several hundred Microsoft 365 administrator cases per week on a severely understaffed team, resolving complex, high-friction customer issues.
- Delivered B2B Microsoft 365 SaaS support across Azure Active Directory, Microsoft Intune, licensing, permissions, Exchange, Office, OneDrive and SharePoint; handled Microsoft Teams group management day to day.
- Supported Outlook and Windows 10/11 PCs when account, licensing, Intune or mail problems surfaced on user devices, alongside Windows account conflicts and local-file issues.
- Resolved undocumented permission and identity problems through object-relationship analysis and PowerShell; repaired a repeatedly failing mailbox migration by identifying an unexpected mailbox and correcting its account association.
- Guided customer administrators through hybrid and on-premises-to-cloud configuration issues; supported colleagues during Microsoft 365 training and mentored the following intake through technical exercises.

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

- Managed a three-person IT function within one hospital compound, providing hands-on PC, network-printer and sticker-printer maintenance; extended aging hardware service through component swapping under replacement-part scarcity.
- Assigned technicians to physical support tasks and coached a technician through live faults using targeted hints, developing independent problem-solving while keeping user issues resolved.
- Managed network printers and configured connections on end-user PCs; edited existing domain Group Policy Objects when endpoint configuration required changes.
- Administered Windows Server DNS and DHCP together, assigning new machines static addresses and matching configuration records so machine-name resolution remained consistent with addressing.
- Managed AOMEI Backupper backups on self-maintained NAS storage, performed mailbox recoveries and restored the Exchange server after a configuration failure, recovering mail service without paid vendor support.

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

- Provided remote desktop support to doctors and administrative staff, including off-hours coverage; resolved frozen clinical services, stuck CD printers and other workflow blockers.
- Configured network printers on user PCs and supported internal infrastructure through DNS/DHCP administration, SMB router and Wi-Fi configuration, Active Directory work and existing Group Policy edits.
- Helped build an internal support-ticketing application for IT and end users, personally setting up its local server and providing a shared route for raising and tracking requests.
- Repaired orphaned examination and image relationships in DICOM/PACS and RIS systems, restoring linkage to the correct clinical transcriptions through careful data-integrity investigation.

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

- Resolved broadband connectivity faults by telephone, separating infrastructure, router and Windows configuration problems using IP addresses, subnet checks, line sampling, ping and traceroute.
- Remotely configured consumer routers, Wi-Fi settings and LAN-side DHCP; de-escalated frustrated callers and guided them through to restored connectivity.

Personal Projects

CCNA network fundamentals coursework (Personal Project)

- Completed approximately 40% of CCNA coursework, covering cabling, IPv4 addressing, bit-level calculations and subnetting arithmetic; course incomplete and no certification obtained.

Education

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