Shon Caspy

Target: Application Production Analyst

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Summary

Application production support professional with Level 2 technical support experience in the financial sector and earlier healthcare operations. Combines root-cause analysis, incident management and stakeholder coordination with practical recovery automation, production releases and operational reporting. Delivered B2B Microsoft 365 SaaS support to tenant administrators, sustaining approximately 4.9/5 CSAT while resolving complex administrator issues. Proactivity, adaptability and willingness to learn: Proactively improved recovery workflows, adapted troubleshooting to undocumented behaviour and learned unfamiliar tools through practical work.

Technical Skills

Application support: Functional and technical application issue investigation; Production-support environments: financial integrations, healthcare systems and Microsoft 365; MuleSoft source tracing and cross-system fault isolation.

Diagnosis and recovery: Log, application data and monitoring information analysis; Root-cause analysis; Problem solving; Corrective action and workaround definition: Splunk SPL, Regex, SQL, transaction-state investigation and REST API recovery through Postman.

Incident management: End-to-end incident ownership within assigned support scope; ServiceNow investigation across the incident lifecycle; Problem Management contributions through recurring-issue classification, recovery and coordinated engineering remediation.

Monitoring tools: Splunk dashboards, alerts and BigPanda signal analysis; operational reporting, platform-health KPIs, log-to-Excel validation and recovery-dataset completeness checks.

Stakeholder coordination: Communication with business users and technical teams; Collaboration in an international environment across time zones. English proficiency at B2 level or higher: Native, C1/C2.

Operational improvement: Balancing operational priorities with continuous improvement: support-request tracking, recovery automation and alert reduction. Proactivity, adaptability and willingness to learn demonstrated through undocumented-case troubleshooting and practical tool adoption.

Production releases: Git/GitLab reviewed changes, Spinnaker deployments, deployment recovery, local service testing and backup execution. Familiarity with ITIL Incident, Event and Change Management.

Documentation and knowledge transfer: Confluence runbooks, technical evidence, colleague mentoring and live troubleshooting guidance; Microsoft 365 identity and access troubleshooting, permissions, licensing, Exchange Online, SharePoint, OneDrive and PowerShell.

Professional Experience

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

- Provided Level 2 technical support for production incidents across MuleSoft integrations connecting Marqeta, Mambu and KYC vendors. Investigated ServiceNow tickets by tracing logs, application data and upstream/downstream code to identify the responsible system boundary.
- Built a Splunk view identifying actionable card-link failures and a Postman collection chaining REST API recovery calls. Manually exported identifier pairs as CSV for batch processing; the L2 team adopted the collection within about two days.
- For the same recurring-incident improvement, 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.
- Translated stakeholder requirements into Splunk dashboards covering error rates, onboarding and transaction KPIs by country. Normalised inconsistent fields with Regex 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, replacing laborious manual searches.
- Performed production Spinnaker deployments and recovered a failed deployment by deleting the affected instance and redeploying. Carried occasional assigned changes through Git branches, manager-reviewed GitLab merge requests and production merges.

L2 Operations Support | **NEO (getneo.com)**
November 2022 - February 2023
- Wrote substantial SQL queries for ledger reconciliation, data validation and discrepancy investigation across multiple financial systems during a short generalist operations 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 resolving complex, high-friction Microsoft 365 administrator cases under sustained case volume in a severely understaffed support team.
- Delivered B2B SaaS support across Azure Active Directory, Intune, permissions, licensing, Teams groups, Exchange Online recovery and retention, OneDrive and SharePoint-backed storage.
- Resolved a repeatedly failing mailbox migration using PowerShell to identify an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Troubleshot undocumented permission inheritance and RBAC issues, SPF/DMARC mail-routing failures, and Outlook or Windows 10/11 account problems; guided administrators through hybrid and on-premises-to-cloud configuration.
- Provided technical escalation guidance and mentored the second training intake, helping colleagues through Microsoft 365 exercises, Exchange Online PowerShell connections and cloud-storage access tasks.

Information Technology Team Manager | **Centro Medico La Paz**
August 2020 - May 2021
- Managed a three-person IT function across one hospital compound, assigned support tasks and coached a technician toward independent resolution while maintaining PCs and printers under hardware scarcity.
- Recovered Exchange mail service after a configuration failure using AOMEI Backupper and self-maintained NAS storage; performed mailbox restores and manually managed capacity to retain available restore points.

Service Engineer | **MAR Ltd**
March 2016 - January 2020
- Provided remote support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services and printing blockers; repaired orphaned DICOM/PACS examination-to-transcription relationships.
- Tested service files locally before promoting them to live servers and maintained backup execution, including incremental schedules. Performed directed IIS configuration, file uploads and port opening.
- Helped build a shared support-ticket application for IT and end users, personally setting up its local server; the C# .NET client initially stored ticket data in XML.

End User Support Specialist | **HOT Telecommunication**
January 2010 - January 2011
- Resolved consumer connectivity faults by phone, separating infrastructure, router and Windows configuration problems using IP addressing, ping, traceroute and line sampling while de-escalating frustrated callers.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)
- Authored 47 structured agent operating procedures and 24 executable skills for personal AI automation, incorporating model-tier routing and verification gates as process-design and prompt-engineering work.

Education

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