Shon Caspy

Target: Deskside Engineer, Madrid

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

Summary

Madrid-based IT support professional combining hands-on deskside support, remote end-user services and Level 2 technical support across healthcare, Microsoft 365 SaaS and banking operations. Sustained approximately 4.9/5 CSAT in B2B Microsoft 365 support while resolving complex administrator issues. Brings practical Windows troubleshooting, PC repair, printer configuration, Active Directory work and cross-team incident investigation.

Technical Skills

Deskside and end-user support: Windows end-user services; hardware troubleshooting, PC maintenance and component replacement; printer troubleshooting and network-printer configuration on end-user PCs.

Customer service; VIP support: Approximately 4.9/5 CSAT at Teleperformance; customer de-escalation through resolution; direct IT assistance to hospital management and the director.

Ticketing and incident management platforms: ServiceNow ITSM; Level 2 technical support, incident management, fault investigation and routing to responsible teams; internal support-ticket application development contribution.

Networking fundamentals: TCP/IP, DNS, DHCP, subnetting, Wi-Fi, port forwarding, ping and traceroute; practical connectivity diagnosis and small-estate network-service administration.

Remote support tools: Remote desktop control, telephone troubleshooting and remote router configuration; TeamViewer access enablement for external administrators; previous off-hours technical support.

Active Directory administration: Small-estate Active Directory work and existing GPO editing; Microsoft 365, Azure Active Directory, Intune, permissions, licensing and Microsoft Teams group management.

Problem-solving and analytical skills: Evidence-based fault isolation; PowerShell mailbox investigation; permission-inheritance analysis; Splunk log analysis and MuleSoft source tracing to establish failure boundaries.

Independent work and team collaboration; Process and incident documentation: Independent operational tooling, engineering coordination, Confluence runbooks and technician coaching; Slack familiarity through a Python integration proof of concept.

Professional Experience

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

- Worked ServiceNow service-desk incidents as second-line support, using Splunk logs and MuleSoft source code to locate failures across internal and third-party systems and route issues to the responsible owners.
- Built connected card-link detection and recovery tooling: a Splunk view exported manually to CSV and a Postman collection chaining REST API calls. The L2 team adopted the collection within about two days.
- Documented the same incident classification in Confluence, proving the three-way correlation behind suppression approval. Coordinated BigPanda, management and Mambu engineering contributions as alerts fell 80%, then 90%, through recovery, suppression and code remediation.
- Built Splunk dashboards translating stakeholder requirements into platform-health indicators, including error rates and country-level activity. Reported orchestration service health from logs and metrics during major-incident discussions.

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

- Wrote SQL queries for ledger reconciliation and data-consistency investigation; separately built a Python proof of concept 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 per week in a severely understaffed team, resolving complex, high-friction issues for business-subscription customers.
- Provided B2B Microsoft 365 SaaS support across Exchange Online, OneDrive, SharePoint, Azure Active Directory and Intune, addressing mailbox recovery, retention, licensing groups, permissions and routine Microsoft Teams group management.
- Troubleshot Outlook and Windows 10/11 issues within administrator cases, including account conflicts, licensing, local files and device-side mail or Intune problems; also handled occasional network-printer support requests.
- 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; investigated overlapping permissions and nested-group inheritance.
- Attended month-long Microsoft 365 admin-center training, guided the manager through practical exercises and mentored the following intake, demonstrating Exchange Online PowerShell connection steps and cloud-folder mapping in Windows.

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

- Delivered hands-on deskside support across one hospital compound, maintaining staff PCs, network printers and sticker printers under replacement-part scarcity; used component swapping to keep aging PCs functioning.
- Provided VIP support directly to hospital management and the director, and enabled TeamViewer access on the access-point machine used by the external medical-database administrator.
- Managed a three-person IT function, assigned technicians to physical support tasks and coached one technician through live troubleshooting with targeted hints, developing his independence while keeping issues resolved.
- Configured network printers on end-user PCs, maintained matching static-address, DHCP and DNS records for new machines, and edited existing domain Group Policy Objects when endpoint configuration required changes.
- Maintained AOMEI Backupper backups on self-managed NAS storage, performed mailbox-level recoveries and restored the hospital Exchange server after a configuration failure, recovering mail service without paid tooling or vendor support.

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

- Provided remote support through desktop control to doctors and medical secretaries, resolving stuck CD printers and frozen clinical services; covered off-hours support to keep clinical and administrative workflows moving.
- Performed Active Directory work, edited existing GPOs and administered paired DNS/DHCP configurations for the internal estate, keeping machine names and static addresses consistent for day-to-day IT operations.
- Helped build an internal ticketing application for IT staff and end users, personally establishing its local server; the C# .NET client provided a shared route for raising and tracking requests.
- Managed network printers and configured them on end-user PCs as routine support work, alongside broader healthcare application troubleshooting that restored blocked user workflows.

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

- Diagnosed broadband faults by phone, applying networking fundamentals to distinguish infrastructure, router and Windows configuration failures through IP addressing, DHCP checks, ping, traceroute and line sampling.
- Restored connectivity while de-escalating frustrated callers; remotely configured consumer routers through a supplier console, including Wi-Fi settings, DHCP, port forwarding, firmware updates, reboots and factory resets.

Education

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