Shon Caspy

Target: Técnico de soporte informático nivel 1 y 2 - necesario inglés C1

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Summary

Madrid-based IT support professional with experience spanning desktop support, Level 1 connectivity support, Level 2 technical support and B2B Microsoft 365 SaaS support. Combines hands-on hardware repair, remote software troubleshooting, access administration and practical network support with approximately 4.9/5 CSAT at Teleperformance. Native English speaker, C1/C2. Inglés C1-C2: Inglés nativo — C1/C2. Excelente servicio al cliente: Servicio al cliente con una satisfacción media aproximada de 4,9/5 en soporte Microsoft 365 y experiencia en desescalada de llamadas difíciles. Soporte informático presencial y remoto: Soporte informático presencial a PCs e impresoras y soporte remoto a usuarios mediante control de escritorio y teléfono. Conocimiento de configuraciones y protocolos de red: Conocimientos prácticos de TCP/IP, direccionamiento y subnetting, DNS, DHCP, Wi-Fi, PPPoE y diagnóstico con ping y traceroute. Conocimiento de las mejores prácticas de seguridad informática: Conocimientos prácticos de seguridad aplicados a permisos y RBAC, autenticación de correo con SPF/DMARC y copias de seguridad y recuperación.

Technical Skills

IT support and desktop support: On-site and remote IT support; independent hardware and software troubleshooting; PC component replacement, network printers, remote desktop control and telephone diagnosis.

Windows and Microsoft 365: Windows 10/11 support; Outlook, Office applications, Exchange Online, OneDrive, SharePoint, Teams group management, Intune-related account issues and licensing troubleshooting.

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

Network configurations and protocols: TCP/IP, DNS, DHCP, static addressing, Wi-Fi, router configuration and port forwarding; connectivity fault isolation using ping, traceroute and Windows IPv4 settings.

IT security best practices: Practical support security: effective permissions, RBAC, SPF/DMARC email authentication, backup operations, mailbox recovery and Exchange Server restoration.

Service desk and process improvement: Level 2 technical support in ServiceNow; log-based root-cause analysis, actionable escalation, Splunk investigation and Postman REST API recovery automation.

Documentation, training and customer service: Confluence runbooks; personal-project standard operating procedures (SOP); colleague mentoring, practical demonstrations, technical task allocation and customer de-escalation.

Professional Experience

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

- Worked ServiceNow IT service desk tickets as Level 2 technical support, using Splunk logs and MuleSoft source code to localise failures and route issues to the responsible team.
- Built connected Splunk detection and Postman card-link recovery workflows, joined through manual CSV export. Documented correlation evidence in Confluence and coordinated suppression and engineering fixes; alerts fell 80%, then 90%.
- Built platform-health dashboards around stakeholder KPIs and reported orchestration service health during major incidents, using metrics to establish whether supported services were affected.

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

- Wrote SQL queries for ledger reconciliation and data validation; developed a Python proof of concept connecting Slack with Azure DevOps Work Items for 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 Microsoft 365 SaaS support covering Exchange Online, OneDrive, SharePoint, Office applications, Teams groups, Intune-related issues, permissions and licensing for business-subscription tenant administrators.
- Supported Outlook and Windows 10/11 account, licensing and mail problems; investigated overlapping permissions, nested group inheritance and RBAC issues beyond available documentation.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpectedly named mailbox and associate it with the correct Azure Active Directory account.
- Guided administrators through hybrid configuration and migrations; corrected SPF/DMARC mail-routing failures. Mentored the second training intake and demonstrated practical PowerShell and cloud-storage techniques.

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

- Managed a three-person IT function across one hospital compound, allocating technical tasks and providing direct, hands-on support to staff and management.
- Kept staff PCs, network printers and sticker printers working under severe replacement-part scarcity, using component swapping and configuring network printers on end-user PCs.
- Recovered the hospital's Exchange server after a configuration failure; performed mailbox recoveries using AOMEI Backupper and manually maintained NAS capacity to retain available restore points.
- Administered Windows Server DNS and DHCP together, assigning new machines static addresses with matching records; edited existing Group Policy Objects for endpoint configuration.
- Developed a technician's independence during live support calls through targeted hints and guided troubleshooting, enabling him to reach resolutions rather than receive answers.

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

- Provided remote desktop support to doctors and medical secretaries, resolving stuck CD printers and frozen clinical services; also covered support outside standard business hours.
- Administered DNS/DHCP for the internal estate, configured routers and wireless access at SMB scale, and managed network printers and their configuration on user PCs.
- Helped build an internal support-ticket application for IT and end users, personally setting up its local server; the C# .NET client provided shared request tracking.
- Handled tested service-file releases and backup execution, including incremental schedules; performed Active Directory and basic Exchange work and co-administered existing SIP/VoIP telephony.

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

- Delivered Level 1 telephone connectivity support, isolating infrastructure, router and Windows configuration faults while de-escalating frustrated callers and carrying problems through to resolution.
- Remotely configured consumer routers through a supplier console, adjusting Wi-Fi, DHCP and port forwarding, re-pushing PPPoE credentials and performing firmware updates, reboots or resets.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Authored 47 structured agent SOP and 24 executable skills for personal AI automation, defining model routing and verification gates as practical process-design work.

CCNA network fundamentals coursework (Personal Project)

- Studied cabling, IP addressing, bit-level calculations and subnetting through approximately 40% of a CCNA course; coursework remains incomplete and uncertified.

Education

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

Languages

Fluent English (Native)