Shon Caspy

Target: Software Support Engineer

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Summary

Technical Support professional with Level 2 technical support experience in production financial integrations, B2B Microsoft 365 SaaS support and healthcare systems. Independently built REST API recovery tooling, investigated complex integration failures and coordinated engineering fixes and alert suppression that reduced recurring alert volume by up to 90%. Sustained approximately 4.9/5 CSAT at Teleperformance while resolving demanding Microsoft 365 administrator cases.

Technical Skills

Technical Support: Second-line ServiceNow incident handling; administrator-facing B2B SaaS support; Microsoft 365 configuration, licensing, Intune, Exchange Online, SharePoint and OneDrive troubleshooting.

Complex issue troubleshooting: Log-based root-cause analysis, cross-system fault isolation, PowerShell investigation, mailbox migration repair, permissions inheritance and identity/access troubleshooting.

Backend engineering; Microservices; Provider integrations: Production MuleSoft integration support, source-code tracing and occasional assigned service modifications; SQL querying and routine internal database administration.

C#; .NET; APIs: C# web-interface development and maintenance; collaborative C# .NET ticketing-application work; Postman REST API request chaining, JSON handling and operational recovery automation.

Change Management: Git/GitLab branches, manager-reviewed merge requests and production merges; Spinnaker deployment execution and recovery; local service testing before live promotion.

Understanding of manual and automated testing: Local service validation before release; personal-project probes, explicit success/failure checks, automatically checked scorecards and evaluation of automation workflows.

JavaScript; JavaScript frameworks: AI-assisted browser-console scripting and practical HTML element identification; personal SaaS deployment using Next.js, Vercel, Supabase, Clerk and Stripe.

Self-directed work; Teamwork; Cross-functional collaboration: Independent recovery-tool development, engineering/vendor coordination, stakeholder requirements clarification, Confluence documentation, technician task allocation and peer mentoring.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow for production MuleSoft microservices connecting card, account and KYC providers. Traced logs into service source code to localise failures across internal and third-party boundaries.
- Independently built a Postman collection chaining 7–9 REST API calls for card-activation recovery; the L2 team adopted it within about two days. Built the associated Splunk view and manually exported CSV identifier pairs for batch linking.
- For that recovery and alert-reduction effort, proved a three-way error classification using SPL and Regex, documented it in Confluence and secured suppression approval. Coordinated BigPanda, management and Mambu engineering remediation, bringing alerts down 80%, then 90%.
- Translated stakeholder KPI needs into Splunk dashboards covering error rates, onboarding and transaction measures by country; normalised inconsistent fields with Regex. Used AWS for performance monitoring and reported orchestration service health during major-incident discussions.
- Executed occasional assigned MuleSoft changes through GitLab branches, manager review and production merge. Performed production Spinnaker deployments and recovered a failed deployment by deleting the affected instance and redeploying.
- Reconstructed the complete identified dataset after a roughly month-long Snowflake write gap, checking completeness and preparing requested ingestible fields for requeue. Separately automated invoice-rerun identification by parsing ten inconsistent logs against source Excel data.

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

- Wrote substantial SQL queries for ledger reconciliation, data validation and discrepancy investigation across financial systems; developed a Python proof-of-concept bot 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 and providing business-facing customer service.
- Supported Azure Active Directory, Intune, permissions, licensing groups, Teams group management, Exchange recovery and retention, OneDrive and SharePoint storage; investigated Outlook and Windows 10/11 account, licensing and mail problems.
- 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; also investigated undocumented permissions and nested-group behaviour.
- Guided administrators through hybrid configurations and on-premises-to-cloud migrations. Diagnosed domain resolution and SPF/DMARC mail-routing problems, helping customers correct registrar, nameserver and authentication settings.
- Provided technical escalation guidance to colleagues and designated SMEs. Helped the manager through Microsoft 365 course exercises, demonstrated PowerShell-based configuration and mentored the following training intake.

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

- Managed a three-person IT function across one hospital compound, allocated technician tasks and coached a technician through live troubleshooting. Maintained PCs and printers under hardware scarcity and developed or maintained C# operational web interfaces.
- Maintained DNS/DHCP consistency and edited existing Group Policy Objects. Managed AOMEI backups and NAS capacity, performed mailbox recoveries and restored the Exchange server after a configuration change broke mail service.

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

- Provided remote support and off-hours coverage for doctors and administrative staff, resolving frozen clinical services and printing blockers; repaired orphaned DICOM/PACS examination and image relationships to restore correct clinical-record linkage.
- Helped build an internal ticketing application using a C# .NET client and XML storage, personally standing up its local server to give IT staff and end users a shared support-request channel.
- Tested service files locally before promoting them to production and maintained backup execution. Performed directed IIS configuration, including endpoint sites, file uploads and opening ports, alongside Microsoft-server support.

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

- Resolved consumer connectivity faults by phone, de-escalated frustrated callers and isolated line, router and Windows configuration problems using IP checks, ping and traceroute; remotely configured customer routers.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Deployed a personal SaaS stack using Next.js, Vercel, Supabase, Clerk and Stripe. Designed probes, automatically checked scorecards and explicit success/failure checks to evaluate personal agent-assisted automation systems.
- Authored 47 structured agent operating procedures and 24 executable skills with model-tier routing and verification gates, providing documented instructions and acceptance checks for personal automation workflows.

Education

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