Shon Caspy

Target: Support Engineer Europe

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

Summary

Technical support and support engineering professional with over eight years of experience across B2B SaaS, fintech, payments and healthcare IT. Combines Level 2 technical support, REST API recovery tooling, SQL investigation and source-level troubleshooting with customer-focused service, including approximately 4.9/5 CSAT at Teleperformance. Native English speaker based in Madrid, Spain, Europe, with experience collaborating across time zones.

Technical Skills

API support: Understanding of REST APIs and tools such as Postman: operational request chaining, JSON handling and batch recovery; SDKs: guided exposure through MuleSoft tooling and occasional assigned changes.

Web and cloud: web technologies: C# interfaces, directed IIS configuration and webhooks; cloud infrastructure: operational exposure through AWS monitoring, hybrid support and Spinnaker deployment recovery.

Data investigation: SQL querying for ledger reconciliation, data validation and discrepancy investigation; Splunk SPL, Regex, correlation-ID analysis and recovery-dataset completeness checks.

Diagnostic methods: Technical troubleshooting and issue resolution; Independent problem-solving: fault isolation, PowerShell investigation, integration-code tracing and service restoration.

Case handling: Ability to navigate ambiguity and edge cases in a high-volume ticketing environment: undocumented Microsoft 365 permissions, identity conflicts and ServiceNow incident investigation.

Customer communication: Clear communication in high-pressure situations: telephone de-escalation, administrator guidance and evidence-based service-health reporting during major incidents.

Partners and documentation: Experience coordinating with third-party vendors and support providers: Mambu, BigPanda and Marqeta technical teams; internal knowledge base contributions through Confluence runbooks and diagnostic classifications.

Language and mentoring: Fluent English: Native, C1/C2, used daily in customer service; practical technical mentoring during Microsoft 365 training and live support.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow for production MuleSoft integrations spanning Marqeta cards, Mambu accounts and European KYC vendors; traced logs and service source to localise faults across system boundaries.
- Independently built Postman collections that chained REST API calls and recovered card-link failures. Created the associated Splunk view, manually exported card/token pairs as CSV and enabled batch recovery; L2 adopted the collection within about two days.
- For the connected card-link and recurring-alert remediation, documented a three-way correlation proof in Confluence, secured BigPanda suppression approval and supplied evidence for Mambu engineers' code fix; coordinated work that brought alerts down 80%, then 90%.
- Built Splunk dashboards covering error rates, onboarding and transaction metrics by country, normalising inconsistent formats with Regex. Reported whether orchestration services were affected during major incidents using live logs and health metrics.
- Reconstructed the complete identified recovery dataset after a roughly month-long Snowflake write gap, using Marqeta search guidance, repeated completeness checks and parsing into the fields requested by the Snowflake team for requeue.
- Delivered occasional assigned service changes through Git branches, manager-reviewed GitLab merge requests and production merges. Performed several Spinnaker deployments and recovered a failed deployment by deleting the affected instance and redeploying.

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 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 on a severely understaffed team, resolving complex, high-friction issues for business-subscription customers.
- Delivered B2B SaaS support across Azure Active Directory, Intune, licensing, permissions, Teams groups, Exchange Online, OneDrive and SharePoint, including Outlook and Windows account issues affecting tenant users.
- Resolved undocumented identity and permission edge cases involving nested groups and RBAC. Used PowerShell to identify an unexpectedly named cloud mailbox and restore its association with the correct account, resolving a repeatedly failing migration.
- Guided customer administrators through hybrid deployments and on-premises-to-cloud migrations; diagnosed DNS, registrar, SPF and DMARC problems and helped correct configuration affecting domain resolution and mail routing.
- Served as a practical technical reference during Microsoft 365 admin-center training, guided the manager through PowerShell exercises and mentored the following training intake.

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

- Managed a three-person hospital IT function under hardware scarcity, allocated support tasks and coached a technician towards independent resolution; maintained staff PCs, network printers and sticker printers.
- Recovered Exchange and user mailboxes using AOMEI Backupper and self-maintained NAS storage, including a full server restore after a configuration failure, without paid tooling or vendor support.

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

- Provided remote desktop support and off-hours coverage for doctors and medical secretaries, restoring blocked clinical workflows; repaired orphaned DICOM/PACS examination and image relationships to their correct transcriptions.
- Helped build a shared ticketing application for IT and end users, personally standing up its local server; the application used a C# .NET client and initially stored ticket data in XML.

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

- Resolved telephone connectivity cases and de-escalated frustrated customers, isolating line, router and Windows faults using IP configuration, ping, traceroute and remote consumer-router configuration.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Personal portfolio: deployed a live SaaS project using Next.js, Vercel, Supabase, Clerk and Stripe; authored 47 structured agent SOPs and 24 executable skills incorporating model routing and verification gates.

Education

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

Languages

Fluent English (Native)