Shon Caspy

Target: Senior Support Microsoft 365 Engineer (f/m/d)

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Summary

Microsoft 365 support specialist combining enterprise tenant administration, complex M365 troubleshooting and Level 2 technical support across financial services. Sustained approximately 4.9/5 CSAT while resolving high-friction administrator cases, with hands-on PowerShell experience and practical depth in mailbox, identity, permissions and collaboration-storage support. Brings a methodical approach to recurring problems, operational automation, technical documentation and peer mentoring, including coordinated remediation that reduced alerts by 80%, then 90%.

Technical Skills

Microsoft 365: Enterprise Microsoft 365 administration and troubleshooting for customer-owned business tenants: Exchange Online, SharePoint Online, OneDrive, Teams group management and Intune-related support; B2B SaaS support.

Identity and access: Identity and security concepts: Entra ID, permissions, licensing groups, nested-group inheritance, RBAC, mailbox-account associations, existing Group Policy changes and SPF/DMARC.

Diagnostics: Structured troubleshooting; Root-cause analysis through PowerShell queries, object relationships, application logs, correlation IDs, transaction states and MuleSoft integration-code tracing.

Support operations: Level 2 technical support; Incident escalation; Problem management through ServiceNow investigation, recurring-fault classification and corrective-action coordination with engineering and owning teams.

Automation: Similar automation tools: operational Postman REST API collections, JSON request chaining and Regex log reconciliation; Python ticket-creation proof of concept; personal n8n workflows.

Knowledge management: Confluence runbooks, documented diagnostic evidence, Microsoft 365 peer mentoring and live-call technician coaching; structured operating procedures in personal automation projects.

Continuous improvement: Replace repetitive recovery steps, reconcile operational evidence, validate detection completeness and coordinate recurring-incident remediation through measurable alert reduction.

Stakeholder communication: Fluent English: Native, C1/C2, used daily in technical support; administrator-facing customer service, management reporting and collaboration with international engineering colleagues.

Professional Experience

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

- Provided Level 2 technical support through ServiceNow for production banking integrations, using Splunk logs and MuleSoft source code to isolate failures across internal services and third-party boundaries before resolution or escalation.
- Built a Postman collection that replaced manual card-link recovery steps with chained REST API calls; created the associated Splunk detection view and manually exported identifier pairs as CSV for batch recovery. L2 colleagues adopted the collection within about two days.
- Within the same recovery and problem-management effort, proved a three-way error classification using SPL and Regex, documented it in Confluence, and coordinated suppression approval and Mambu engineering remediation. Alerts fell by 80%, then 90%, with the top two recurring incidents eliminated.
- Automated invoice-rerun identification by parsing ten inconsistently phrased local log files with Regex and reconciling successful and failed processing against the source Excel file.
- Built Splunk dashboards translating engineering managers' requirements into error-rate, onboarding and transaction KPIs; served as the log and service-health reference in major-incident discussions, reporting whether orchestration services were affected.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap, repeatedly checking completeness and formatting log data into the fields requested by the downstream team for requeue.

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

- Wrote SQL queries for ledger reconciliation and cross-system data validation; separately built 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 across the role while handling several hundred Microsoft 365 administrator cases per week and resolving complex, high-friction customer issues on a severely understaffed team.
- Supported business tenant administrators across Exchange Online, SharePoint Online, OneDrive, Entra ID, retention, licensing and Intune-related cases; handled day-to-day Teams group management and Outlook and Windows 10/11 troubleshooting.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpected cloud mailbox and correct its account association; also guided administrators through hybrid configuration and on-premises-to-cloud migration issues.
- Acted as a primary technical escalation point, investigating undocumented permission conflicts, nested-group inheritance and RBAC role groups through object relationships and targeted PowerShell queries.
- Diagnosed SPF and DMARC failures affecting legitimate mail routing, using DNS lookup tools and guiding customers through registrar, nameserver and record corrections on their own domains.
- Mentored the second Microsoft 365 training intake and guided colleagues through admin-center exercises, demonstrating Exchange Online PowerShell connection steps and mapping a cloud folder as a Windows network drive.

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

- Managed a three-person IT function within a hospital compound, allocating technician tasks and coaching a technician through live troubleshooting to develop independent resolution skills.
- Restored the hospital's Exchange server after a configuration failure and performed routine mailbox recoveries using AOMEI Backupper and a self-maintained NAS, recovering mail without paid tooling or vendor support.
- Administered Windows Server DNS and DHCP configurations, keeping machine addresses and name records consistent; edited existing Group Policy Objects and corrected SPF and DMARC records.
- Maintained staff PCs, network printers and sticker printers through hardware scarcity, using component replacement and per-PC printer configuration to keep staff equipped with functioning devices.

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

- Provided remote-desktop support and off-hours coverage for doctors and medical secretaries, resolving frozen clinical services, printer problems and other blockers across national healthcare operations.
- Performed Windows Server, Active Directory and basic Exchange support, maintained DNS/DHCP consistency, edited existing Group Policy Objects and executed production release and incremental-backup tasks.
- Helped build an internal C# .NET ticketing application, personally standing up its local server to give IT staff and end users a shared route for raising and tracking support requests.

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

- Resolved telephone broadband-support cases through IP configuration checks, ping, traceroute and line diagnostics, isolating infrastructure, router and PC faults 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 automation projects, defining model routing and verification gates as process design and prompt-engineering work.

Education

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

Languages

Fluent English (Native)