Shon Caspy

Target: Microsoft 365 Support Engineer (L2) – Teams & PowerShell

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Summary

Madrid-based technical support professional combining Microsoft 365 administration, enterprise collaboration support and Level 2 technical support in digital banking. Hands-on experience spans Microsoft Teams group management, PowerShell troubleshooting, Exchange Online, identity and Windows Server services. Sustained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases, with additional strengths in recovery automation, recurring-incident remediation and international technical collaboration.

Technical Skills

Microsoft 365: Microsoft 365 administration; Office 365 technologies: Exchange Online, SharePoint, OneDrive, retention, licensing and Azure AD. Enterprise collaboration and B2B SaaS support for tenant administrators.

Teams & PowerShell: Microsoft Teams administration: day-to-day group management. PowerShell commands and targeted queries for Exchange and identity administration, mailbox investigation and troubleshooting.

Microsoft infrastructure: Microsoft infrastructure administration: Windows Server DNS/DHCP in small estates; Active Directory (AD) support; existing Group Policy Objects (GPO) editing; Exchange Server recovery.

Technical troubleshooting: Troubleshooting and problem-solving: permissions, Outlook, Windows 10/11, TCP/IP, LAN, DNS/DHCP and connectivity. VoIP technologies: SIP co-administration, PC softphones and desk telephones.

Service management: L2 technical support; Incident management; Change management participation. IT service management best practices: ServiceNow tickets, documented remediation and reviewed changes. Familiarity with ITIL incident, event and change management.

Automation: Administration and automation: Microsoft services support plus Postman REST API chaining, JSON handling, SPL and Regex processing; Splunk detection connected to batch recovery through manual CSV export.

Service quality: Proactive approach to service quality, reliability and continuous improvement: approximately 4.9/5 CSAT, proactive fault detection, recovery tooling, root-cause investigation and service-health dashboards.

International delivery: Independent working; Collaboration with international technical teams across time zones. Financial sector L2 support; International project experience in digital banking, technical escalations, knowledge transfer and stakeholder communication.

Professional Experience

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

- Provided second-line production support through ServiceNow, tracing failures across MuleSoft integration code and vendor boundaries to identify the responsible system and route technical escalations.
- Independently built a Postman collection chaining REST API calls to recover failed card activations; created the associated Splunk detection view and manually exported CSV pairs for batch recovery. The L2 Operations team adopted the collection within about two days.
- For the same incident-reduction 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 80%, then 90%.
- Built Splunk dashboards showing error rates, onboarding activity and transaction metrics by country, normalising inconsistent log formats and translating engineering managers' reporting needs into service-health views.
- Reported orchestration service health during major-incident discussions using logs and metrics, and collaborated with international technical teams across time zones during operational investigation and remediation.

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

- Wrote SQL queries for ledger reconciliation and data validation across financial systems; built a Python proof of concept connecting Slack to Azure DevOps work items for 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, resolving complex, high-friction issues in a severely understaffed Concierge team.
- Performed day-to-day Teams group management and supported Azure AD, Intune, permissions, licensing groups, mailbox recovery, retention, OneDrive and SharePoint-backed storage for business tenant administrators.
- Used PowerShell to investigate a repeatedly failing mailbox migration, identified an unexpectedly named cloud mailbox and corrected its Azure AD account association, resolving the migration issue.
- Resolved undocumented permission-inheritance and RBAC cases; guided administrators through hybrid Exchange and on-premises-to-cloud configuration, and corrected SPF and DMARC failures affecting mail routing.
- Supported Outlook and Windows 10/11 issues within administrator cases, troubleshooting account, licensing, Intune and mail problems where Microsoft 365 services met the user's device.
- Served as a technical escalation reference, guided colleagues through Microsoft 365 admin-center exercises and Exchange Online PowerShell connection procedures, and mentored the second 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 to develop independent problem-solving.
- Administered Windows Server DNS and DHCP together, keeping static machine addresses and name records consistent; edited existing domain Group Policy Objects for endpoint configuration.
- Restored the hospital's Exchange server after a configuration failure and performed mailbox recoveries using AOMEI Backupper and self-maintained NAS storage, recovering mail without vendor support.
- Maintained staff PCs, network printers and sticker printers despite scarce replacement parts, using component swaps and routine device configuration to keep staff equipped for work.

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

- Provided remote-desktop support to doctors and administrative staff, including outside standard business hours, resolving frozen clinical services, stuck CD printers and other workflow blockers.
- Co-administered SIP/VoIP telephony for PC softphones and desk phones; maintained DNS/DHCP consistency, supported Active Directory and edited existing GPOs within the internal estate.
- Helped build a C# .NET ticketing application for IT and end users, personally establishing its local server and providing a shared route for raising and tracking support requests.

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

- Diagnosed consumer connectivity faults by phone using IP configuration, ping, traceroute and line tests; remotely corrected router settings and de-escalated frustrated callers through to resolution.

Education

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