Shon Caspy

Target: MuleSoft Platform Operations Engineer (L3)

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

Summary

Operations and support specialist with production MuleSoft integration experience in global banking, combining Level 2 technical support, log-based diagnosis, recovery automation and reviewed production changes. Brings advanced Microsoft 365 SaaS troubleshooting and B2B administrator support, sustaining approximately 4.9/5 CSAT while resolving complex issues under substantial case volume.

Technical Skills

Platform operations: MuleSoft integration maintenance; Incident management in ServiceNow; Troubleshooting and Root cause analysis (RCA) through Splunk logs and source-level flow tracing.

Automation: Postman user-level knowledge: operational REST request chaining, JSON variables and batch recovery; regex log processing; Python ticketing proofs of concept.

Monitoring and cloud: Availability monitoring and KPI dashboards; AWS fundamentals through performance-monitoring exposure; familiarity with Amazon CloudWatch, Amazon S3 and ITIL incident, event and change management.

Authentication and authorization: Microsoft 365 and Azure Active Directory support; permissions, licensing, nested groups, RBAC, Intune, Exchange Online and SPF/DMARC troubleshooting.

Networking fundamentals: IPv4 addressing, subnetting, DNS, DHCP, ping, traceroute, SMB router configuration, port forwarding and wireless access.

Recovery and delivery: Service restoration; backup-storage Capacity management; Git/GitLab reviewed changes, release support and Spinnaker deployment recovery.

Technical communication: Ability to synthesize technical information: Confluence runbooks and operational evidence; Influencing skills demonstrated through suppression approvals; informal mentoring and personal-project SOP authorship.

International environment: Stakeholder management and communication in multicultural environments: cross-time-zone coordination and service-health reporting. Advanced English proficiency: Native, C1/C2.

Professional Experience

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

- Operated production MuleSoft integrations connecting card, account and KYC platforms. Investigated ServiceNow incidents by tracing logged service names into GitLab source and following upstream and downstream flows to identify the responsible system boundary.
- Built a Postman collection replacing manual variable transfer across 7–9 API calls for card-activation recovery. Created the associated Splunk detection view and manually exported identifier pairs as CSV for batch processing; adopted by L2 Operations within about two days.
- Documented the connected card-link and alert-noise problem through three-way correlation using SPL, regex and Confluence. Secured BigPanda suppression approval and coordinated with management and Mambu engineers, who implemented the code fix; alerts fell 80%, then 90%.
- Automated invoice-rerun identification after a MuleSoft service relocation disrupted monthly processing, parsing 10 inconsistently phrased local logs with regex and matching successes and failures against the source Excel file.
- Built stakeholder-driven Splunk dashboards covering error rates, onboarding and transaction measures by country, normalising inconsistent formats. Reported orchestration service health from logs and metrics during major-incident war rooms.
- Delivered occasional assigned MuleSoft changes through separate GitLab branches, manager-reviewed merge requests and production merges. Executed Spinnaker deployments and recovered one failed deployment by deleting the affected instance and redeploying.

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

- Wrote SQL queries for ledger reconciliation, data validation and investigation of discrepancies 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 weekly, resolving complex, high-friction issues within a severely understaffed Concierge team.
- Supported business tenant administrators across Azure Active Directory, Intune, permissions, licensing, Exchange, retention, OneDrive and SharePoint; guided hybrid configuration and on-premises-to-cloud migrations.
- Resolved undocumented permission inheritance and RBAC issues through object-relationship investigation. Used PowerShell to identify an unexpected mailbox and correct its Azure Active Directory association, resolving a repeatedly failing migration.
- Provided technical escalation guidance and mentored the second training intake, supporting course exercises and demonstrating Exchange Online PowerShell connectivity and cloud-folder mapping techniques.

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

- Managed a three-person IT function across one hospital compound, assigning technicians to issues and coaching a colleague toward independent resolution during live support.
- Restored the hospital Exchange server after a configuration failure and recovered mailboxes using AOMEI Backupper and self-maintained NAS storage; manually retired aged files to preserve backup capacity.
- Administered Windows Server DNS and DHCP, maintained matching machine addresses and records, and edited existing Group Policy Objects for endpoint configuration.

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

- Provided remote-desktop support and out-of-hours coverage for doctors and medical secretaries, resolving frozen clinical services, printer faults and blocked healthcare workflows.
- Tested service files locally before promoting releases to live Microsoft servers; maintained backup execution, including incremental schedules, alongside basic Exchange and Active Directory work.
- Helped build a C# .NET ticketing application using XML storage, personally establishing its local server to support shared request tracking for IT and end users.

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

- Restored consumer connectivity through telephone fault isolation, ping, traceroute and remote router configuration, de-escalating frustrated callers and maintaining engagement through resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Authored 47 structured agent SOPs and 24 executable skills for personal automation, incorporating model-tier routing and verification gates as process design and prompt engineering.
- Managed personal RTX 5080 inference workloads through model-residency, VRAM and concurrency constraints, revising configurations after resource contention and observed failures.

Education

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

Languages

Fluent English (Native)