# Shon Caspy

Target: Application Observability Engineer / Technician

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

## Summary

Madrid-based IT operations professional with hands-on experience in application observability, Splunk monitoring and Level 2 technical support for distributed systems. Strengths include root cause analysis, recovery automation and engineering collaboration to improve platform reliability. Delivered approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator issues.

## Technical Skills

Observability and monitoring: Hands-on Splunk: SPL searches, logs, operational metrics, KPI dashboards, alert rules and application service-health reporting.

Analytical and troubleshooting skills: Log-based root cause analysis; correlation IDs, Regex, cross-service fault localisation, SQL investigation and completeness-checked operational data reconstruction.

Scripting and automation: Python workflow proofs of concept; PowerShell administration and troubleshooting; Postman REST API chaining, JSON handling and batch recovery.

Modern DevOps practices: Git branches, GitLab merge requests, reviewed production changes, Spinnaker deployments and deployment recovery within an operations role.

Distributed systems: Production MuleSoft microservices, third-party integration troubleshooting and AWS performance monitoring; familiarity with Amazon CloudWatch and Amazon S3.

Identity and access management: Microsoft 365 SaaS support: Azure Active Directory, Intune, permissions, licensing, RBAC, Exchange Online, OneDrive, SharePoint and Teams groups.

Infrastructure and recovery: Windows Server, DNS/DHCP, existing Group Policy editing, Exchange restoration, NAS backups and TCP/IP fault isolation.

Communication and stakeholder management: Engineering coordination, stakeholder-defined KPIs, Confluence documentation, customer de-escalation and mentoring. English: Native, C1/C2.

## Professional Experience

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

- Built live Splunk dashboards for engineering managers covering error rates, onboarding rates, and transaction counts and values by country. Normalised inconsistent log formats with Regex and configured alerts for flows showing suspiciously prolonged gaps in successful activity.
- Built a Splunk card-link failure view and Postman recovery collection chaining REST API calls. Manually exported identifier pairs as CSV for batch recovery; the Level 2 Operations team adopted the collection within about two days.
- Extended the connected card-link recovery effort with SPL/Regex correlation and Confluence evidence securing BigPanda suppression approval. Coordinated with management and Mambu engineers, whose code fix eliminated recurring failures; alerts fell 80%, then 90%.
- Investigated ServiceNow incidents across production MuleSoft integrations, following logs into upstream and downstream source code to localise failing system boundaries. During major-incident discussions, reported whether orchestration services were affected using live service-health evidence.
- Automated identification of invoice-generation reruns after a MuleSoft service moved from cloud to local execution. Parsed ten inconsistently phrased log files with Regex and matched successes and failures against the source Excel file.
- Carried occasional assigned MuleSoft changes through Git branches, manager-reviewed GitLab merge requests and production merge. Performed Spinnaker production deployments and recovered a 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 discrepancy investigation across financial systems. 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

- Delivered B2B Microsoft 365 Concierge support to tenant administrators, sustaining approximately 4.9/5 CSAT while handling several hundred administrator cases per week and resolving complex, high-friction issues on an understaffed team.
- Resolved a repeatedly failing mailbox migration by using PowerShell to discover an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Troubleshot overlapping permissions, nested-group inheritance and RBAC role groups. Guided administrators through hybrid and on-premises-to-cloud configuration issues, and corrected SPF and DMARC failures affecting mail routing.
- Mentored the second training intake and guided colleagues through Microsoft 365 administration exercises, demonstrating Exchange Online PowerShell connection procedures and cloud-folder mapping as a Windows network drive.

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

- Managed a three-person IT function across a hospital compound, allocating support tasks and coaching a technician toward independent resolution while maintaining staff PCs and printers under severe replacement-part scarcity.
- Recovered the hospital Exchange server after a configuration failure using AOMEI Backupper and self-maintained NAS storage. Performed routine mailbox recoveries and managed storage capacity to preserve available restore points.

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

- Provided remote-desktop support and off-hours coverage for clinicians and administrative staff, resolving frozen clinical services, stuck CD printers and other workflow blockers.
- Repaired orphaned examination and image relationships in a national DICOM/PACS and RIS environment, restoring links to the correct clinical transcriptions.
- Tested service files locally before promoting releases to live Microsoft servers, and ran backups including incremental schedules. Helped build a C# .NET ticketing application, personally establishing its local server.

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

- Resolved consumer connectivity faults by phone using IP configuration, line sampling, speed tests, ping and traceroute to distinguish infrastructure, router and PC faults while de-escalating frustrated callers.

## Personal Projects

**Personal AI Automation & Local Inference Portfolio (Personal Project)**

- Instrumented a personal LLM endpoint with LangWatch tracing and fallback-chain telemetry. Designed probes, scorecards and explicit success/failure checks to validate personal automation systems.
- Operated personal RTX 5080 inference workloads, managing model residency, VRAM, context limits and concurrency. Revised configurations and task allocation in response to observed resource failures and contention.

## Education

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