Shon Caspy

Target: Senior Product Support Engineer

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Summary

Madrid-based technical support professional with enterprise software and Microsoft 365 product support experience across healthcare, SaaS and production financial integrations. Combines Level 2 technical support, application troubleshooting and log analysis with Windows systems administration and basic network administration. Maintained approximately 4.9/5 customer satisfaction while resolving complex Microsoft 365 administrator cases.

Technical Skills

Enterprise and product support: Enterprise or product technical support: L1 connectivity diagnosis, L2 ServiceNow incident handling and B2B Microsoft 365 SaaS support for business tenant administrators.

Application diagnosis: Application troubleshooting and log analysis: Splunk SPL, Regex, correlation IDs, source-level MuleSoft tracing, SQL investigation and technical problem-solving across system boundaries.

Windows and systems: Windows OS: Windows 10/11 and Outlook support. Systems administration: Windows Server, Active Directory, existing Group Policy changes, backups, mailbox recovery and Exchange server restoration.

Networking: Basic network administration: DNS/DHCP, TCP/IP addressing, SMB router configuration, Wi-Fi SSIDs and port forwarding; connectivity diagnosis using ping, traceroute and Windows network settings.

Cloud and microservices: Understanding of cloud environments such as AWS or Azure: AWS performance monitoring, Azure Active Directory support and migration guidance. Microservices: production MuleSoft operations and REST API recovery.

Customer communication: Customer-focused mindset; Written and spoken English communication: native English, C1/C2, with administrator guidance, caller de-escalation, remote-desktop support and international cross-time-zone collaboration.

Documentation and mentoring: Confluence knowledge base contributions, reusable runbooks, documented incident classifications, peer mentoring and practical Microsoft 365 admin-center training across Exchange, SharePoint and integrations.

Investigation and ownership: Curiosity and attention to detail: correlation and dataset completeness checks. Initiative and accountability: independently built recovery tooling and coordinated remediation. Familiarity with virtualization.

Professional Experience

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

- Handled second-line ServiceNow incidents across production MuleSoft integrations; traced service names into GitLab source and followed upstream and downstream flows to identify the failing boundary and route issues to the responsible team.
- Built the Splunk detection view and Postman recovery collection for card-link failures, manually exporting card/token pairs as CSV for chained REST API recovery. The L2 Operations team adopted the collection within about two days.
- For the same recurring-incident investigation, documented three-way error classification in Confluence and secured BigPanda suppression approval. Coordinated with management and Mambu engineers on suppression and their code fix, bringing alerts down 80%, then 90%.
- Developed Regex parsing for 10 inconsistently phrased local invoice-generation logs, matching successes and failures against source Excel records to automate identification of required reruns.
- Built Splunk platform-health dashboards covering error rates, onboarding and transaction KPIs by country, normalising inconsistent fields to meet engineering managers' reporting needs; also used AWS for performance monitoring.
- Reconstructed the complete identified affected dataset after a roughly month-long Snowflake write gap, repeatedly validating completeness and preparing log-derived fields for the owning team's requeue.

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

- Wrote SQL queries for ledger reconciliation and data-consistency investigation; built a Python proof of concept connecting Slack with Azure DevOps work items for internal ticket creation.

Technical Support Engineer | **Teleperformance**
April 2021 - February 2022

- Maintained approximately 4.9/5 CSAT across the role while handling several hundred Microsoft 365 administrator cases per week and resolving complex, high-friction issues on a severely understaffed team.
- Supported Azure Active Directory, Intune, permissions, licensing groups, Exchange, retention, OneDrive and SharePoint; troubleshot Outlook and Windows 10/11 account, licensing and mail issues within administrator cases.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpectedly named cloud mailbox and associate it with the correct Azure Active Directory account.
- Guided administrators through on-premises configuration, hybrid deployments and cloud migrations; diagnosed SPF and DMARC failures and helped business owners correct registrar, nameserver and mail-record settings.
- Provided troubleshooting guidance on undocumented permission and identity issues; mentored the second training intake and helped colleagues through Microsoft 365 admin-center exercises and Exchange Online PowerShell connections.

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

- Managed a three-person IT function across one hospital compound, assigned technicians to support tasks and coached a technician through live troubleshooting to develop independent resolution.
- Restored the hospital's Exchange server after a configuration failure; performed mailbox recoveries using AOMEI Backupper and maintained NAS capacity to keep restore points available.
- Administered DNS/DHCP and edited existing Group Policy Objects; maintained staff PCs and printers through component replacement, configured network printing and enabled external database-support access through TeamViewer.

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, stuck CD printers and other blockers to clinical and administrative workflows.
- Maintained matching DHCP configurations and DNS records, edited existing Group Policy Objects and configured SMB routers and wireless access; executed production service-file releases and incremental backups.
- Repaired examination/image links to clinical transcriptions in DICOM/PACS and RIS systems; helped build a C# .NET ticketing application, personally standing up its local server.

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

- Delivered L1 telephone connectivity support, isolating line, router and Windows faults through IP checks, ping and traceroute. Remotely configured consumer routers, restored connections and de-escalated frustrated callers through resolution.

Education

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

Languages

Fluent English (Native)