Shon Caspy

Target: Backend Engineer

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Summary

Production operations specialist with experience supporting digital-banking microservices and critical healthcare services through evidence-led incident resolution, root cause analysis and recovery automation. Builds operational dashboards, isolates cross-system failures and gives engineers precise evidence for permanent fixes. Maintained approximately 4.9/5 CSAT while resolving complex Microsoft 365 administrator cases at Teleperformance.

Technical Skills

Backend production support and incident resolution in critical systems: Level 2 technical support for financial systems; ServiceNow incident handling, REST API recovery and Spinnaker deployment recovery.

Root cause analysis: Advanced Splunk SPL, Regex, correlation-ID investigation, transaction-state analysis and cross-system fault isolation.

Microservices architecture; Feature development: Production MuleSoft integration diagnosis; occasional reviewed Git/GitLab changes; collaborative C# .NET application development.

observability; monitoring; alerting; metrics; SLI: Splunk dashboards, alert rules and practical service-health indicators: error rates, onboarding throughput and flow-success checks.

Relational databases: SQL querying across relational databases for ledger reconciliation and data validation; routine internal database administration.

AI tools: Personal-project coding-agent orchestration, output validation, LangGraph workflows and LangWatch endpoint instrumentation.

Clear communication under pressure; Incident documentation and knowledge sharing: Metrics-based incident reporting, customer de-escalation, Confluence diagnostic runbooks and practical technical mentoring.

Experience in financial or regulated environments: Production support in digital banking and healthcare; operational experience in regulated environments without claiming compliance ownership.

Professional Experience

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

- Operated production MuleSoft microservices connecting card, account and KYC platforms. Investigated ServiceNow incidents using Splunk logs and integration source code, reconstructing upstream and downstream flows to identify the failing system boundary.
- Built a Postman collection chaining REST API calls to recover stalled card activations; the L2 team adopted it within about two days. Created the associated Splunk detection view and manually exported CSV identifier pairs for batch recovery.
- For the same recurring incident work, proved three-way failure classifications using SPL, Regex and correlation IDs, documenting the logic in Confluence. Coordinated suppression approval and Mambu engineering remediation; alerts fell 80%, then 90%, as recurring faults were eliminated.
- Built Splunk dashboards covering error rates, onboarding throughput and transaction counts and values by country, normalising inconsistent fields with Regex. Created flow-health alerts and reported orchestration service health from metrics during major-incident discussions.
- Improved monthly invoice batch processing by parsing ten inconsistently phrased local log files with complex Regex, matching successes and failures against the source Excel file and automating identification of records requiring reruns.
- Completed occasional assigned MuleSoft code changes alongside operations responsibilities. Worked on separate Git branches, submitted GitLab merge requests for manager review and personally merged approved changes to production.

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

- Wrote substantial SQL queries for ledger reconciliation and data validation across financial systems, investigating discrepancies through query-based analysis during a short generalist operations assignment.
- Developed a Python proof-of-concept bot connecting Slack with Azure DevOps Work Items to automate internal ticket creation.

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

- Maintained approximately 4.9/5 CSAT while handling several hundred Microsoft 365 administrator cases per week, resolving complex, high-friction issues within a severely understaffed team.
- Delivered B2B Microsoft 365 SaaS support across Azure Active Directory, Intune, permissions, licensing, Exchange Online, retention, OneDrive and SharePoint-backed storage.
- Resolved a repeatedly failing mailbox migration by using PowerShell to identify an unexpectedly named cloud mailbox and correct its association with the Azure Active Directory account.
- Shared troubleshooting strategies with colleagues and mentored the second training intake, demonstrating Exchange Online PowerShell connection workflows and practical cloud-storage access techniques.

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

- Managed a three-person IT function across one hospital compound, prioritising technician assignments and coaching a colleague through live troubleshooting to develop independent problem-solving.
- Restored the hospital Exchange server after a configuration failure using AOMEI Backupper and self-maintained NAS storage; also performed routine mailbox recoveries without paid tooling or vendor support.

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

- Supported doctors and administrative staff through remote desktop control and off-hours coverage, restoring frozen clinical services and blocked workflows within a national healthcare operation.
- Helped build an internal ticketing application using a C# .NET client and XML storage, personally standing up the local server for shared support-request tracking.
- Developed and tested service files locally before promoting them to live Microsoft servers; executed backups, including incremental schedules, alongside routine operational support.

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

- Resolved consumer connectivity faults by isolating line, router and Windows configuration problems using IP checks, ping and traceroute; de-escalated frustrated callers through to resolution.

Personal Projects

Personal AI Automation & Local Inference Portfolio (Personal Project)

- Directed personal AI-assisted automation projects using differentiated coding-agent and local-model roles. Defined acceptance constraints, probes and explicit success checks, rejecting falsely completed work and revising implementations against validation evidence.
- Instrumented a personal LLM endpoint with LangWatch tracing and fallback-chain telemetry. Authored 47 structured agent operating procedures and 24 executable skills incorporating model-tier routing and verification gates.
- Defined and iterated agent-assisted LangGraph workflows using typed state, conditional edges, bounded replanning and gateway validation; separately deployed a personal SaaS application using Next.js, Vercel, Supabase, Clerk and Stripe.

Education

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