Shon Caspy

Target: Microsoft Teams / M365 System Administrator L2

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Summary

Madrid-based IT support and operations professional with 9 years of career experience, including Microsoft 365 administrator support and work in an international environment. Technical experience combines PowerShell troubleshooting and Active Directory administration with Windows Server work and recent L2 support.

Core Competencies

Microsoft 365 administrator support | PowerShell troubleshooting | Active Directory administration | Existing GPO editing | Exchange Online support | Windows Server administration | L2 support | Incident management and automation

Technical Skills

Identity and policy: Active Directory, Azure Active Directory, Group Policy Objects (GPO)

Messaging and server platforms: Microsoft Exchange Server, Windows Server, Microsoft 365 / Office 365, Exchange Online

Scripting and operational automation: Postman, REST APIs, PowerShell

Monitoring and service operations: Splunk, Splunk SPL, Regex, ServiceNow

Professional Experience

Information Technology Operations Specialist | **Western Union**

August 2023 - February 2026

- Routed incidents to the correct teams or vendors by tracing mismatched data across unfamiliar system boundaries using logs and integration code.
- Cut alerts 80%, then 90%: proved a three-way correlation single-handedly, built Splunk detection and Postman recovery automation, and coordinated suppression and code fixes.

L2 Operations Support | **NEO (getneo.com)**

November 2022 - February 2023

Technical Support Engineer | **Teleperformance**

April 2021 - February 2022

- Resolved Microsoft 365 tenant-administrator issues spanning identity, licensing and mailbox recovery, alongside day-to-day group management.
- Fixed a failing migration by correcting an Azure Active Directory account association after discovering an unexpectedly named mailbox using PowerShell.
- Enabled customer administrators to complete hybrid migrations by correcting on-premises-to-cloud configuration.

- Restored correct mail routing for customer tenants by diagnosing and correcting SPF and DMARC records.
- Maintained approximately 4.9/5.0 customer satisfaction while resolving complex administrator issues under sustained case volume.

Information Technology Team Manager | **Centro Medico La Paz**

August 2020 - May 2021

- Kept static machine addresses and DNS records aligned through coordinated network configuration on Windows Server.
- Updated clinic endpoint configuration by editing existing GPO settings.
- Restored the hospital's Microsoft Exchange Server after a configuration failure using free AOMEI Backupper tooling without vendor support.

Service Engineer | **MAR Ltd**

March 2016 - January 2020

- Maintained production releases and backup coverage for a national healthcare service by promoting locally tested service files and running incremental backups.
- Resolved frozen clinical services and printer blockers through remote desktop support, including off-hours coverage for clinical and administrative staff.

End User Support Specialist | **HOT Telecommunication**

January 2010 - January 2011

Education

The Hebrew Reali School, GED, Computer Programming + Physics

July 2011

Languages

Advanced English (native speaker)