

Ben Stef

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SYSTEMS ADMINISTRATOR

- Over 8 years' experience in Systems and Application support and diagnostics
 - Strong technical skills with ability to learn new systems quickly
 - Attention to detail with documentation and knowledge base
 - Ability to organize, prioritize and work under pressure to meet deadlines
 - Strong background working with customers, developers, and other team settings
 - Background in E-Discovery platforms like Relativity and Nuix & Netezza
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Expertise

- Systems and Network Administration
 - System Security, Backup and Recovery
 - Server Administration and Repair
 - Mixed-Platform Environments
 - Technical Infrastructure (LAN/WAN/VPN/NOC)
 - e-Discovery Application Support
 - Programming and Scripting
 - Workstation Installation/Configuration
 - Open-Source Tools
 - User Training and Support
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Education

UNIVERSITY OF ILLINOIS AT CHICAGO (UIC)

- Electrical Engineering (BS)
- Economics (Minor)

HARPER COLLEGE

- CCNA

DELL

- Equallogic Storage Architect
 - Compellent Storage Architect
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Technology Summary

Systems: Windows (all) Linux, Mac OSX, VMWare,

Platforms: SQL, MySQL; Android; VMware vSphere; basic configuration of Cisco routers, hubs and switches

Software: Exchange, Active Directory, SharePoint, Veeam Backup, vRanger Pro, vmWare vCenter, Citrix XenApp,

Web Dev: IIS, Apache, WordPress, Google Apps, Drupal, Squarespace

e-Discovery: Relativity, Nuix, Netezza

Hardware: Dell Servers, Dell Equallogic, Dell Compellent, Dell Force10, IBM blade center, NetApp,

Professional Experience

GEORGE JON & ASSOCIATES INC — Chicago, IL

Technical Advisor, Oct 2015 – Present

Responsible for a number of client's environment in the e-discovery space

Maintained all documentation of client's infrastructure and network, (including hardware and licensing)

Provided technical knowledge regarding client's infrastructure and answered questions as needed

Prioritize tickets and projects and worked with the client to fit their needs, timeline, and budget

Schedule monthly meetings with client discussing their needs and issues.

System Analyst 3, Nov 2013 to Present

Provide production systems support by resolving tickets and issue as they come in.
Prioritize tickets and provide updates to the client regularly per SLA or as frequent as needed.

Troubleshoot application and system problems using complex SQL Clusters to remote PC Support for end user clients experiencing issues with the environment.

When a production "down" is detected or reported, bring up the environment back up and running first, and then provide update to client.

Investigate cause of issues by sifting through logs and system events to determine root cause, then implement resolution to fix the issue.

Provide details to client regularly and determine and implement plan for situation to not happen again and provide that to the client.

Provide information to maintenance team on hardware, software updates to keep production systems up to date.

Review SNMP trap alerts from systems frequently (hourly) and create tickets as necessary. Then either handle ticket myself or prioritize for team members to handle.

Work with Vendors software and hardware (Microsoft Dell, VMWare, etc.) for systems support and troubleshooting and escalate as needed.

Keep Documentation up to date on client's systems and configurations and create knowledge base articles for useful techniques on solving common issues seen.

Achievement Highlights:

Relativity eDiscovery: Created custom SQL maintenance plans for DB Performance tuning; Migrate Existing database and move to new or existing Relativity platforms. Train new team members.

FX Trading: Onsite support for a year for a large investment bank in NYC, providing application support on an IBM Netezza platform by maintaining hardware and software of the environment

DELL SOFTWARE — Buffalo Grove, IL

Software QA Associate 2, Sept 2012 to Oct 2013

Analyze and identify Software defects and escalate appropriately to development team. Investigate Customer problems from Support Cases by sifting through logs and determine root cause of issue. Then provide detailed steps to reproduce the issue, or find work-around solution for the issue.

Share Technical expertise through written "how-to" documents and author knowledge base articles.

Collaborate and communicate with team members and group regular basis and update, escalate bug information as necessary.

Setup shared Systems for testing using Windows Server, Linux Environment Configure Applications on Virtual and Physical Machines (Exchange, SharePoint, SQL, and Linux) Diagnose and document system failures experienced during testing. Maintain Virtual and Physical Machines on monthly basis (Windows updates, Software updates, Patches, etc.)

Achievement Highlights:

Application Aware Backups:

Gained knowledge about VSS backup solution and setup, document, and test the functionality of VSS using other backup solutions including vRanger Pro, Veeam Windows Backup

QUEST SOFTWARE (ACQUIRED BY DELL) — Buffalo Grove, IL

QA Analyst, March 2009 to Sept 2012

Created & maintained VMware environments using multiple ESX and ESXi hosts; Created Virtual Centers, created Virtual Machines templates for testing using various environment setup including iSCSI and Fiber and SAS; created backup repository using NAS appliances environments for testing;

Created MS Exchange, Active Directory, and SQL and Hyper-V virtual environment for application support and testing

Wrote and reviewed product documentation prior to every release. Defined and wrote test cases and acceptance test cases for manual testing, and feature functionality.

Wrote Knowledge Base articles KB's on product functionality and kept them updated.

Performed competitor analysis and performance tests and generate a comprehensive report on advantages and disadvantages between products

Achievement Highlights:

Gained knowledge on advanced systems setups for use with product and create VM templates for team use.

NOVARRA — Itasca, IL

QA Engineer and Deployment Engineer, May 2007 to Dec 2008

Responsible for finalizing software requirements and testing plans specific to customer' specifications and desired functionality. Traveled onsite to customer location and analyzed the systems environments and made recommendations that pertained to the solutions deployments. Defined and ran final test suite for validation of functionality of solution. Ran soak tests on top performing handsets.

Install proprietary software on blade servers (Tomcat) for performance and load tests on Linux machines with iteration of bug fixes.

Maintain QA Servers in the lab (software, hardware updates).

Performed load run tests on server products, wrote test plans and documentation for released products, performed manual and automated test cycles, maintained wireless device database, on-site testing, installation and deploying Novarra's Operator-grade software into Wireless carrier's network and have it deployed to end users.

Achievement Highlights:

Achieved successful deployments across global clients in Hong Kong, Italy, Lithuania and Turkey.

NOVARRA — Itasca, IL

QA Tester Intern, May 2006 to May 2007

Conducted quality assurance (QA) tests of end user product J2ME and BREW platforms both manual and automated and diagnosed and reported visual and system problems on cellular phone devices. Installed and maintained Linux servers and test lab software and upgrades. Maintained product database results and test effort. Maintained testing suite documentation.

Achievement Highlights:

Identified many problems in the testing suite itself and corrected QA suite and documented QA procedures for old and new features or functionalities in solution.

UIC COLLEGE OF PHARMACY — Chicago, IL

Computer specialist Jan 2003 to Feb 2006

Maintained user accounts, installed network software, troubleshoot network problems, repaired and installed PC's. Answered computer technical questions to pharmacy students, TA's and doctors, Helpdesk support for Pharmacy doctors and students' PC's.

Achievement Highlights:

Documented detailed steps after solving an issue with a PC.

Scholarly achievements:

First place, UIC College of Engineering [EXPO 2007](#); Category 9: User Interface and Education;
"TypeMouse: Fully Functional Keyboard and Mouse in a Single-Handed Device"

Built AM Radio from discrete electrical parts for class project.