Ben Stef

Senior Infrastructure & Systems Engineer

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PROFESSIONAL SUMMARY

Infrastructure and systems engineering professional with 20+ years of experience across enterprise environments, e-Discovery platforms, and cloud-based observability solutions. Proven ability to design, deploy, and support complex systems at scale while driving cross-functional collaboration, documentation standards, and customer satisfaction. Experienced with JPMorgan-scale enterprise deployments, SaaS observability (Datadog), and leading e-Discovery platforms (Relativity, Nuix, BrainSpace).

CORE COMPETENCIES

- Systems & Network Administration
- Cloud Infrastructure (AWS, Azure, GCP)
- Server Administration & Virtualization
- Infrastructure Support (LAN/WAN/VPN/NOC)
- Security, Backup & Disaster Recovery

- e-Discovery Platforms (Relativity, Nuix, LAW, VENIO)
- Observability & Monitoring (Datadog, Grafana, Splunk)
- Root Cause Analysis & Incident Response
- Technical Documentation & Knowledge Base Writing
- Cross-Functional Team Collaboration

TECHNOLOGY SUMMARY

Systems: Windows (all versions), Linux, macOS, VMware, Hyper-V, iOS, iPadOS, tvOS,

Cloud: AWS, Azure, Google Cloud (GCP), Microsoft 365, MaaS360, Zoom,

Platforms: SQL, MySQL, VMware vSphere, Cisco networking (managed/unmanaged switches)

Monitoring: Datadog, Grafana, Splunk, Zabbix

e-Discovery: Relativity, Relativity One, BrainSpace, Nuix, Netezza, Consilio Sightline, Envize, Venio

Software: Microsoft Exchange, Active Directory & Entra, SharePoint, Veeam, vRanger Pro, VMware vCenter, Citrix XenApp

Hardware: Dell Servers, Dell EqualLogic, Dell Compellent, Dell Force10, IBM Blade Center, NetApp, HP

DevOps / IaC: Terraform, Jira, Git

PROFESSIONAL EXPERIENCE

JP Morgan — Jersey City, NJ   *May 2024 – Present*
Senior Infrastructure Engineer

Support the Employee Platforms division, maintaining collaboration and communication tools for ~350,000 JPMorgan employees globally.

- Designed and implemented solutions for enterprise collaboration platforms including Zoom, Microsoft Teams, etc.
- Authored and maintained Terraform infrastructure-as-code to deploy services and infrastructure on AWS.
- Collaborated across multiple cross-functional teams to deliver platform requirements on schedule.
- Partnered directly with Product Managers to translate business requirements into technical solutions.
- Applied security-first principles throughout system design and implementation phases.
- Provided architectural guidance to internal App Development teams to improve end-user experience.
- Maintained comprehensive project documentation, how-to guides, and knowledge base articles throughout the delivery lifecycle.
- Implemented and tested SaaS application features in lower environments before deployment to production
- Implemented solutions for better Employee experience through Zoom such AI companion, Zoom Events, Exchange Calendar integration

Datadog, Inc. — New York, NY   *Jan 2023 – Apr 2024*
Senior Technical Solutions Engineer

Provided advanced technical support for the Datadog platform, specializing in integrations and customer environment configuration.

- Served as senior escalation point, collaborating closely with engineering teams to reproduce and resolve complex customer-reported issues across 600+ Datadog integrations.
- Specialized in the Agent Integrations team, supporting integrations across infrastructure, cloud, web, metrics, and monitoring domains.
- Authored Jira escalation cards for engineering review of bugs and complex technical issues,and submitted feature requests based on real customer use cases.
- Conducted live troubleshooting calls with customers across multiple time zones to resolve integration issues in real time.
- Built internal sandbox environments using AWS, Azure, and GCP, and wrote detailed implementation guides for team-wide use.
- Developed and rolled out best-practice troubleshooting standards across the region, drawing on deep industry experience.
- Authored numerous internal and external knowledge base articles focused on Windows platform integrations (Active Directory, Windows Events, Deployments).
- Led daily team office hours sessions with Tech Solutions peers and L1 engineers, providing visibility into customer trends and ticket resolution strategies.

Consilio LLC — New York, NY   *Jan 2020 – Dec 2022*
Application Support Engineer

Supported e-Discovery applications across a complex enterprise environment following acquisition of Legility by Consilio.

- Served as primary escalation point for application issues including latency, performance bottlenecks, and application hang-ups in Relativity, Relativity One, Venio, and LAW.
- Managed and administered the company-wide Zoom environment, establishing and enforcing policies.
- Oversaw domain name registration and registrar management, including expiration and contact accuracy.
- Assisted the InfoSec team with SOC 2 audit tasks, including user access reviews, environment configuration validation, and security remediation.
- Created internal and external knowledge base articles for troubleshooting common application issues.
- Performed regular application upgrades (BrainSpace, Venio, Relativity) across production and test environments to maintain currency with patches and features.

Inventus LLC — New York, NY   *Aug 2018 – Dec 2019*
Systems Engineer — e-Discovery

Part of the global IT and infrastructure team, focused on high-availability e-Discovery systems. (Company subsequently merged with Legility LLC.)

- Managed high-availability Relativity and BrainSpace instances supporting client-facing e-Discovery operations.
- Developed customer service standards and SLA frameworks to align IT support with client expectations.
- Expanded systems documentation and improved IT operational processes company-wide.
- Supported managed-service environments separated from production, including routine patching and maintenance.
- Assisted with security questionnaires and implemented security configurations as required.
- Provided testing support to the DevOps team for internal application optimization initiatives.

George Jon & Associates, Inc. — Chicago, IL   *Oct 2015 – Jul 2018*
Technical Advisor & Systems Engineer

- Served as primary engineer for multiple client environments, managing all infrastructure, hardware, and licensing documentation.
- Provided subject matter expertise (SME) on e-Discovery infrastructure to clients across the legal and financial sectors.

- Prioritized tickets and projects in alignment with client needs, timelines, and budgets.
- Conducted monthly client meetings to review growth plans, outstanding issues, and future initiatives.
- Traveled onsite to client locations to install new equipment and support infrastructure expansions.

Notable Engagements:
- **Account Management:** Managed relationships with major law firm clients using e-Discovery platforms, coordinating across Security, IT, and Executive stakeholders to ensure SLA compliance and identify service expansion opportunities.
- **Relativity e-Discovery:** Built custom SQL maintenance plans for database performance tuning; migrated databases across Relativity platforms; trained new team members.
- **FX Trading Platform Support:** Provided year-long on-site application support for a major NYC investment bank, maintaining an IBM Netezza platform's hardware and software environment.
- **European Deployment:** Led a 6-month on-site engagement in Europe, managing all infrastructure, servers, storage, and workstations for a large Relativity deployment. Coordinated rapid expansion as the environment scaled significantly.

George Jon & Associates, Inc. — Chicago, IL   *Nov 2013 – Oct 2015*
System Analyst 3
- Resolved production systems tickets, escalating as needed, with regular client status updates per SLA.
- Troubleshot complex issues spanning SQL clusters, application failures, and end-user systems.
- Led incident response for production outages: restored environments first, then conducted thorough root cause analysis.
- Reviewed SNMP trap alerts hourly, created tickets, and triaged issues for self or team resolution.
- Coordinated with vendors (Microsoft, Dell, VMware) for hardware and software support and escalations.
- Maintained up-to-date client documentation and authored knowledge base articles for common issue patterns.

Dell Software — Buffalo Grove, IL   *Sep 2012 – Oct 2013*
Software QA Associate 2
- Analyzed and documented software defects, escalating to development with detailed reproduction steps or workarounds.
- Investigated customer support cases by analyzing logs to identify root cause.
- Authored technical how-to documents and knowledge base articles to share team expertise.
- Configured and maintained shared test environments on Windows Server, Linux, Exchange, SharePoint, and SQL.
- Gained specialized expertise in VSS backup solutions and tested functionality with vRanger Pro and Veeam.

Quest Software (acquired by Dell) — Buffalo Grove, IL   *Mar 2009 – Sep 2012*
QA Analyst
- Built and maintained VMware environments with multiple ESX/ESXi hosts, vCenters, and VM templates across iSCSI, Fiber, and SAS configurations.
- Created MS Exchange, Active Directory, SQL, and Hyper-V virtual environments for application testing.
- Wrote and reviewed product documentation, test cases, and acceptance test cases prior to each release.
- Authored and maintained knowledge base articles on product functionality.
- Conducted competitor analysis and performance benchmarking, producing comprehensive reports.

Novarra — Itasca, IL   *May 2007 – Dec 2008*
QA Engineer & Deployment Engineer
- Finalized software requirements and test plans based on customer specifications; traveled on-site to assess environments and validate deployments.
- Installed and configured proprietary software on blade servers (Tomcat) for performance and load testing on Linux.
- Deployed Novarra's operator-grade software into wireless carriers' networks across global clients in Hong Kong, Italy, Lithuania, and Turkey.
- Maintained QA servers in the lab and documented test plans and results for released products.

Novarra — Itasca, IL   *May 2006 – May 2007*
QA Tester Intern

- Conducted QA testing (manual and automated) for J2ME and BREW platforms across cellular devices.
- Identified systemic issues in the testing suite and corrected and documented QA procedures.
- Maintained Linux servers, test lab software, and the product database.

UIC College of Pharmacy — Chicago, IL   *Jan 2003 – Feb 2006*
Computer Specialist

- Provided helpdesk support for pharmacy faculty and students, troubleshooting hardware, network, and software issues.
- Maintained user accounts, installed network software, and repaired/installed PCs.
- Documented detailed resolution steps for recurring issues to build a departmental knowledge base.

EDUCATION & CREDENTIALS

University of Illinois at Chicago — B.S. Electrical Engineering, Minor in Economics
Certifications & Specialized Training

- AWS Solutions Architect – in progress
- CCNA (Cisco Certified Network Associate)
- Brent Ozar SQL Performance Training
- BrainSpace Certified Administrator
- Dell Storage: EqualLogic Storage Architect
- Dell Storage: Compellent Storage Architect

HONORS & ACHIEVEMENTS

First Place — UIC College of Engineering EXPO 2007 | Category 9: User Interface and Education
Project: "TypeMouse: Fully Functional Keyboard and Mouse in a Single-Handed Device"
Built a functional AM radio from discrete electronic components as a class engineering project.