

STEVE ROSS

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Digital workspace and infrastructure architect turned engineering leader. A decade running enterprise endpoint, identity, and EUC platforms at health-tech, investment-bank, and national e-commerce scale. VMware Certified Professional in Digital Workspace.

SUMMARY

- 10 years in enterprise IT across Cerner (Oracle), VMware partner consulting, and The RealReal, as lead engineer, manager, and now staff architect.
- Led an 8-person infrastructure team (networks, identity, systems, endpoints) through a leadership transition and reduction in force. Ticket resolution improved 35%, downtime dropped, and backup resilience and monitoring shipped during the rebuild.
- Full digital workspace lifecycle in production: migrated 3,000 endpoints off on-prem Active Directory onto Entra ID, then off Workspace ONE onto Intune, with zero-touch provisioning across Windows, macOS, iOS, and Android. Today I own both fleets: Intune, and 2,600 Macs in Jamf.
- Engineering quality that shows up in dollars: one backup automation retired 5,000 enterprise archive licenses, roughly \$420K per year in recurring spend.
- Builds emerging tech into production: AI agent systems (FastMCP with Claude, GPT, and open-source LLMs) automate infrastructure operations and incident response today.

WORK EXPERIENCE

The RealReal

Staff, Systems Engineer (Architect)

May 2024 – Present

- Architect and run production AI agent systems on FastMCP: multi-model pipelines (Claude, GPT, open-source LLMs) with RAG and structured output parsing that automate infrastructure operations, troubleshooting, and incident response across the team.
- Own the systems and endpoint estates end to end: the Microsoft stack (Intune, Entra ID), a 2,600-Mac Jamf fleet, and enterprise infrastructure spanning on-prem VMware (ESXi, vCenter) and multi-cloud (AWS, Azure, GCP) with 50+ servers.
- Wrote the backup automation that retired 5,000 enterprise archive licenses, eliminating roughly \$420K per year in recurring license spend.
- Run the on-premises Windows server estate alongside the cloud footprint, including WSUS patching, KMS activation, ADCS certificate services, and WDS imaging, the offline-capable stack that keeps an environment patched and activated without depending on vendor cloud services.
- Direct root cause analysis for high-impact incidents and ship permanent architectural fixes that eliminate repeat failures.
- Designed and implemented disaster recovery strategies for key workloads; standardized server baselines, monitoring policies, and automation of critical operations.
- Mentor six engineers, no title required. One now leads Intune under my guidance; a second is on track to lead Jamf.

Manager, IT Operations Engineering

May 2023 – May 2024

- Promoted from lead engineer to manager of the 8-person infrastructure team (two engineers each across networks, identity, systems, and endpoints) during a leadership transition and reduction in force. Kept every platform running while rebuilding the team.
- Improved ticket resolution 35% during the rebuild, alongside reduced downtime and new backup resilience and monitoring.
- Ran the full performance management lifecycle twice on inherited hires (mentoring, letter of expectation, PIP, exit) while backfilling a network engineer.
- Owned budget planning and financial oversight for systems infrastructure and license renewals; negotiated vendor contracts and cut recurring costs.
- Aligned the infrastructure roadmap with business objectives, driving major infrastructure projects and critical security enhancements.

Lead, Endpoint Engineer

Jan 2021 – May 2022, Oct 2022 – May 2023

- Owned the full endpoint lifecycle for a 3,000-endpoint fleet across Windows, macOS, iOS, and Android. Led the MDM migration off Workspace ONE (OmniSSA) onto Intune with zero-touch provisioning (Windows Autopilot, Apple Business Manager/ADE, Knox Mobile Enrollment).
- Rebuilt the Active Directory Domain Services environment end to end, correcting a broken replication topology and the DNS timeouts and cascading failures it caused, then led the migration to Entra ID and federated Okta with Entra ID.
- Designed dozens of endpoint configuration baselines tuned for user experience as much as security.
- Ran recurring security audits and compliance assessments against industry standards.
- Automated routine operations with PowerShell and Python.

Rebellion Defense

Senior Solutions Architect

May 2022 – Oct 2022

- Tasked with designing MDM workflows and hardening endpoint security posture across Windows and macOS for a defense AI software company, including BYOD and mixed-ownership enrollment paths.
- Built zero-touch Apple ADE enrollment on VMware Workspace ONE.

- Brought managed identity to macOS with Jamf Connect, and modernized the application catalog using InstallApplications and Munki.

Entelligence LLC (VMware Partnership)

Senior Consultant

Jan 2019 – Jan 2021

- Professional services for VMware Workspace ONE: designed and implemented UEM/MDM solutions for enterprise clients managing 10K to 50K endpoints, with 95%+ deployment satisfaction.
- Ran operational support for a major US investment bank's entire on-prem Workspace ONE stack (vIDM, UAG, memcached, active-active MS SQL; 32 servers per stack, mirrored in DR, plus dev and UAT). Kept 100+ servers patched, monitored, and healthy in a SOC 2 banking environment.
- Ran Android device fleets numbering in the tens of thousands across hundreds of national bank branches, where the network link was available for update traffic only during defined windows, so configuration had to hold good state between sync opportunities rather than assume a reachable device.
- Led architecture and capacity planning engagements and performance-tuned UEM infrastructure at scale.
- Delivered training for client IT teams, resolved complex escalations, and built the relationships that kept engagements renewing.

Cerner Corp (Oracle)

Systems Engineer

Jan 2017 – Jan 2019

- Administered core identity and directory services in a HIPAA environment, supporting 1,000+ endpoints across a diverse clinical fleet.
- Stood up and ran AirWatch MDM; facilitated large-scale software deployments and managed internal communication platforms.
- Built scripted automation for routine tasks and specialized lab equipment configuration.
- Executed data backup and recovery operations for business continuity.

CERTIFICATIONS & EDUCATION

- VMware Certified Professional in Digital Workspace (VCP-DW)
- Jamf 200 (Jamf Certified Tech)
- Cisco CCNA
- AAS, Computer Networking

SKILLS & PLATFORMS

Digital workspace & endpoint: Intune, Windows Autopilot, Workspace ONE (OmniSSA/AirWatch), Jamf Pro, MECM/SCCM, MDT, Apple Business Manager (ADE/DEP), Knox Mobile Enrollment, Microsoft Defender for Endpoint, Windows Update for Business, Azure Virtual Desktop, AWS/Azure WorkSpaces, across Windows, macOS, iOS, Android, and Linux fleets

Identity & access: Entra ID (Conditional Access, AD Connect), Okta, Active Directory Domain Services (AD DS: GPO, DNS, DHCP, ADFS, ADCS), PKI, SailPoint IdentityNow, BeyondTrust PAM, SAML/OAuth/OIDC, Kerberos, LDAP/S, RADIUS, MFA/SSO, zero-trust/ZTNA

Cloud & infrastructure: AWS (EC2, Lambda, CloudFormation, IAM, VPC, S3, Systems Manager), Azure (VMs, Functions, AVD), GCP, VMware (vSphere, ESXi, vCenter, vSAN, Aria), Hyper-V, Proxmox, Docker, SAN/NAS (Brocade Fabric OS, Fibre Channel, iSCSI), Veeam/Druva/NetApp

Hybrid & on-premises: Windows Server 2012 through 2025, WSUS, KMS, WDS, MECM/SCCM, MDT/WinPE/DISM, PXE boot, file and print services, Apache, IIS; offline and disconnected-capable patching, activation, and imaging

Observability & ITSM: Datadog, Splunk, Grafana, SolarWinds, PagerDuty, Statuspage; ServiceNow, Remedy, Freshworks

Security: CrowdStrike Falcon, Carbon Black, Palo Alto (Panorama), Cisco Meraki, pfSense, Wireshark, VPN/IDS/IPS/WAF, data loss prevention; delivered in HIPAA and SOC 2 regulated environments

Automation & AI: PowerShell, Python, Bash, REST APIs, Okta Workflows, Tines; AI agent pipelines (FastMCP, Claude, GPT, open-source LLMs), RAG, structured output

Leadership: technical roadmaps, budget & vendor management, performance management, mentoring, DR/BCP, change management, stakeholder communication