

Isaac Steiner

SOFTWARE DEVELOPER · DYNAMICS 365 CONSULTANT

Redmond, WA

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Education

Harvard Extension School

MASTER OF LIBERAL ARTS - INFORMATION MANAGEMENT SYSTEMS

Cambridge, MA

March 2017

State University of New York at Geneseo

BACHELOR OF SCIENCE - MAJOR: COMMUNICATIVE DISORDERS AND SCIENCES, MINOR: COMPUTER APPLICATIONS

Geneseo, NY

December 2011

Skills

Languages C#, JavaScript, Python, HTML, CSS, LaTeX

Platforms .NET framework, Common Data Service (CDS), Power Platform, Azure, Azure Active Directory (AAD)

Dynamics 365 Sales, Service, Marketing, Plugins, Customization

Professional Experience

Infosys Ltd.

SENIOR ASSOCIATE

Redmond, Washington

10/2018 – Present

- Provide high-quality business solutions, analysis, and technical support for Dynamics 365 CRM Online customers
- Collaborate with development teams to resolve misconfigurations, product gaps across all Dynamics CRM modules
- Noted subject matter expert in the Marketing App and general performance issues in Dynamics 365, providing ad-hoc assistance and facilitating an effective intrateam training cadence
- Work with development teams and management to drive product, process, and reporting improvements to increase supportability and improve KPIs in my areas of expertise

Revature

DYNAMICS 365 CRM CONSULTANT

New York, New York

7/2018 – 10/2018

- Project development in C#, .NET, HTML, CSS, JavaScript, and Bootstrap in a Dynamics CRM environment
- Team lead for a project including development of custom plugins and workflows

DicomSec

CO-FOUNDER

São Paulo, Brazil

9/2016 – 7/2017

The Hudson Center for Health Equity and Quality

ADMINISTRATIVE COORDINATOR, HEALTH HOME ASSOCIATE

Tarrytown, New York

6/2013 – 9/2015, 9/2015 – 5/2016

Hudson Health Plan

JUNIOR DATA ANALYST

Tarrytown, New York

1/2013 – 6/2013

Frontier Communications

SPECIAL ACCOUNTS REPRESENTATIVE

Rochester, New York

1/2012 – 5/2012

Volunteer Experience

EASTERN COOPERATIVE RECREATION SCHOOL (ECRS)

BOARD CHAIR

- Drive strategic, tactical, and operational decision making in collaboration with our 100% remote executive board

2019 – Present

TECHNOLOGY CONSULTANT

- Configure and support website, marketing, and data management tools for day-to-day operations and event management

2013 – Present

IMPROV THEATER TEACHER

- Lead inclusive, confidence and community building improv workshops for beginner and intermediate participants

2012 – Present