

# Isaac Steiner

Redmond, WA

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845-803-0238

## Technical Expertise

- C#
- Java
- JavaScript
- Python
- SQL
- Kusto Query Language (KQL)
- HTML
- CSS
- .NET framework
- Bootstrap
- Common Data Service
- Power Platform
- Azure
- Azure Active Directory
- Power Automate
- Dynamics 365 CRM
- Linux (Ubuntu, Arch)
- Visual Studio
- Visual Studio Code
- Git/GitHub
- Azure DevOps
- Hyper-V
- Agile methodology
- ICM

## Professional Experience

**Infosys Ltd. (Microsoft Corporation)** | Redmond, WA

October 2018 — Present

Senior Associate

- Troubleshoot complex internal/external customer challenges spanning multiple integrated Microsoft services with a focus on the Dynamics 365 CRM ecosystem
- Identify and collaborate with feature owning product teams to drive resolution of issues
- Primary point of escalation within a geographically diverse support team, resolving technical and interpersonal roadblocks both internal and external to Microsoft
- Collaborate across development/management teams driving product, process, and reporting improvements
- Design and build automation to reduce manual effort and toil
- Transfer knowledge by onboarding new hires and designing/presenting training material for the globally distributed team

**Revature** | New York, NY

July 2018 — October 2018

Dynamics 365 CRM Consultant

- Project development in C#, SQL, .NET, HTML, CSS, JavaScript/jQuery, and Bootstrap in a Dynamics CRM environment
- Team lead for an Agile project including development of custom Dynamics plugins, workflows, and RESTful APIs

**DicomSec** | São Paulo, Brazil

September 2016 — July 2017

Co-Founder

- Built a web platform for the secure transfer, transcoding, and encryption of radiological (DICOM) images
- Identified over 1500 DICOM servers accessible over the public Internet
- Led research effort into HIPAA regulatory compliance and enforcement

**HCHEQ** | Tarrytown, NY

June 2013 — May 2016

## Administrative Coordinator/Health Home Associate

- Provided clear, effective application and Windows support for end users
- Worked with development team to perform root cause analysis of critical incidents and bugs
- Primary point of contact for all second tier bug reports, feature requests, and user training opportunities
- Primary, direct liaison between development team and users as well as development team and management
- Rapidly became the product expert for multiple internally developed and third-party applications to provide both QA and support

**Hudson Health Plan** | Tarrytown, NY

January 2013 — June 2013

## Junior Data Analyst

- Managed PHI receipt and processing from external medical organizations for HEDIS and QARR compliance
- Acted as liaison between clinical staff and IT analysts
- Provided application support on multiple applications by phone and email
- Produced high-quality documentation for specific applications
- Assisted in development of streamlined processes for data receipt and processing
- QA and UAT for internally produced software
- Produced reports to show QARR and HEDIS compliance

**Frontier Communications** | Rochester, NY

January 2012 — May 2012

## Special Accounts Representative

- In a B2B call-center environment, translated customer (CLEC) requests into tickets/work-orders for a telephone (POTS) provider

**Education**

Harvard University Extension School, Master of Liberal Arts, Information Management Systems, 2017

SUNY Geneseo, Communicative Disorders and Sciences/Computer Applications, 2011

**Volunteer****Eastern Cooperative Recreation School**

2019 — Present

## Board Chair

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

## Technology Consultant

2013 — Present

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

## Improv Theater Teacher

2012 — Present

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