

Isaac Steiner

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Education

Harvard University Extension School

Master of Liberal Arts

March 2017

Concentration: Information Management Systems

State University of New York at Geneseo

Bachelor of Science, Deans's List: Fall 2010

December 2011

Major: Communicative Disorders and Sciences, Minor: Computer Applications

Key Skills

- Windows support
- Remote desktop support
- Technical/non-technical audience communication
- MS Office suite
- VBA
- Managing PHI in HIPAA regulated environment
- SQL (T-SQL, Oracle, MySQL)
- TCP/IP networking fundamentals
- User training

Experience

Professional

DicomSec

Co-Founder

São Paulo, Brazil/Garrison, NY

9/2016–10/2017

- Built a web platform for the secure transfer, transcoding, and encryption of radiological (DICOM) images

The Hudson Center for Health Equity and Quality

Health Home Administrative Coordinator, Health Home Associate

Tarrytown, NY

6/2013–9/2015, 9/2015–5/2016

- 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 in order to provide both QA and support

Hudson Health Plan

Junior Data Analyst

Tarrytown, NY

1/2013–6/2013

- Acted as liaison between clinical staff and IT analysts
- Managed PHI receipt and processing from external medical organizations for HEDIS and QARR compliance

Hudson River Healthcare

Program Assistant

Peekskill, NY

8/2012–1/2013

- Rapidly learned new hardware and software products in order to conduct training and provide support

Frontier Communications

Special Accounts Representative

Rochester, NY

1/2012–5/2012

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

Hudson River Healthcare

Summer Intern

Peekskill, NY

2010, 2011

- Implemented an online staff training system, including technical support and troubleshooting

Volunteer

Eastern Cooperative Recreation School

Leader, Technology Consultant, Board Member & Committee Chair

2013–Present, 2016–Present

- Spearheaded design/implementation of new website, to allow online event registration and payment