

Isaac Steiner

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Education

Harvard Extension School, Master of Liberal Arts
Concentration: Information Management Systems
Graduated: March 2017

State University of New York at Geneseo, Bachelor of Science, Deans's List: Fall 2010
Major: Communicative Disorders and Sciences
Minor: Computer Applications
Graduated: December 2011

Key Skills

- | | | |
|----------------|------------------|---------------------------------|
| • C# | • .NET framework | • Written/verbal communication |
| • Dynamics CRM | • Power Platform | • Collaboration across teams |
| • CDS | • Azure and AAD | • Mentoring/teaching new skills |

Experience

Professional.....

Infosys Ltd., Senior Associate
10/2018–Present
Redmond, Washington

- 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
7/2018–10/2018
New York, New York

- 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
9/2016–10/2017
São Paulo, Brazil

The Hudson Center for Health Equity and Quality, Administrative Coordinator, Health Home Associate
6/2013–9/2015, 9/2015–5/2016
Tarrytown, New York

Hudson Health Plan, Junior Data Analyst
1/2013–6/2013
Tarrytown, New York

Frontier Communications, Special Accounts Representative
1/2012–5/2012
Rochester, New York

Volunteer.....

Eastern Cooperative Recreation School, Technology Consultant, Board Chair
2013–Present, 2019–Present

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