

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, SQL, 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

- Debug and troubleshoot complex misconfigurations, bugs, and performance degradations spanning multiple services
- Collaborate across product teams to resolve customer issues impacting 1-1000+ users at a time using customer-facing and internal tools
- Act as a point of technical escalation within the team with a focus on customer empathy and peer mentoring
- Drive in-depth investigations involving both functional and technical challenges within Dynamics, Azure, and other services
- 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#, SQL, .NET, HTML, CSS, JavaScript/jQuery, and Bootstrap in a Dynamics CRM environment
- Team lead for a project including development of custom plugins, workflows, and RESTful APIs

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

2019 – Present

- 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