

# Isaac Steiner

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## Education

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### Harvard 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

## Experience

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### Professional

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#### 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

- Project management for features/bug fixes, sprint planning, and QA/testing in an Agile cycle for a security-focused healthcare web app
- Managed support queue to ensure we met our SLA and kept the clients informed of progress, including for critical incidents
- Primary point of contact for all second tier bug reports, feature requests, and user training opportunities
- Quickly established strong rapport with managers at customer sites
- Primary, direct liaison between development team and users as well as development team and management

#### Hudson Health Plan

Junior Data Analyst

Tarrytown, NY

1/2013–6/2013

- Managed receipt and processing of sensitive medical data required for state/federal compliance audits
- Acted as liaison between clinical staff and IT analysts

#### Hudson River Healthcare

Program Assistant

Peekskill, NY

8/2012–1/2013

- Automated the previously all-paper staff wellness program

#### 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

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#### 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

## Languages

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**English:** Native language, **Spanish:** Intermediate