**Isaac Steiner**

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| **Phone:**  631-406-9666 | **Email:**  [isaac@isteiner.com](mailto:isaac@isteiner.com) | **Github:**  [github.com/ilsteiner](http://www.github.com/ilsteiner) | **LinkedIn:**  [linkedin.com/in/isaacls](http://www.linkedin.com/in/isaacls) | **Website:**  [isteiner.com](http://www.isteiner.com) |

**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**

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| * 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

9/2016–10/2017

São Paulo, Brazil/Garrison, NY

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

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

* 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

1/2013–6/2013

Tarrytown, NY

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

**Frontier Communications**, Special Accounts Representative

1/2012–5/2012

Rochester, NY

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

**Hudson River Healthcare**, Summer Intern

2010,2011

Peekskill, NY

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

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