Isaac **Steiner**

SOFTWARE DEVLOPER · DYNAMICS 365 CONSULTANT

*Redmond, WA*

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# Education

**Harvard Extension School** *Cambridge, MA*

MASTER OF LIBERAL ARTS - INFORMATION MANAGEMENT SYSTEMS *March 2017*

**State University of New York at Geneseo** *Geneseo, NY*

BACHELOR OF SCIENCE - MAJOR: COMMUNICATIVE DISORDERS AND SCIENCES, MINOR: COMPUTER APPLICATIONS *December 2011*

**Skills**

**Languages** C#, JavaScript, Python, HTML, CSS, 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.** *Redmond, Washington*

SENIOR ASSOCIATE *10/2018 – Present*

* 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
* Workwithdevelopmentteamsandmanagementtodriveproduct, process, andreportingimprovements toincrease supportabilityandimprove KPIs in my areas of expertise

**Revature** *New York, New York*

DYNAMICS 365 CRM CONSULTANT *7/2018 – 10/2018*

* 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** *São Paulo, Brazil*

CO-FOUNDER *9/2016 – 7/2017*

**The Hudson Center for Health Equity and Quality** *Tarrytown, New York*

ADMINISTRATIVE COORDINATOR, HEALTH HOME ASSOCIATE *6/2013 – 9/2015, 9/2015 – 5/2016*

**Hudson Health Plan** *Tarrytown, New York*

JUNIOR DATA ANALYST *1/2013 – 6/2013*

**Frontier Communications** *Rochester, New York*

SPECIAL ACCOUNTS REPRESENTATIVE *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