

STEVEN J. BERNSTEIN

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Profile

Technical Manager with exceptional hands-on leadership emphasizing customer satisfaction. Enterprise IT Architect with proven communications and project management skills. Have worked in Europe as consulting engineer; conversational Dutch, German.

Professional Experience

compuKarma, New York, NY, USA. 2006 – Present
Managing Director and Entrepreneur.

- Enable small businesses and individuals to maximize benefits of their technology investment, using secure computer and network infrastructure combined with proven software products and policies.
- Specialize in bringing corporate-level discipline to small organizations, providing high reliability and high availability through IT standardization, software automation, and IT governance.
- Provide wide range of infrastructure products in multi-platform environments, including Internet connectivity, corporate firewalls and security, document management, enterprise email and directory services, as well as unique industry-specific applications.
- Customer List includes enterprises in such industries as banking, healthcare, advertising, law, 3D modeling and design, musical-instrument construction, automotive, engineering and manufacturing.
- Have consulted on long-term contract with international Electronic Medical Records startup company to develop secure authentication technology; have managed all aspects of technical product development and design specification, PMO direction and methodologies, risk management, enterprise resource planning, application performance, data center operations, capacity management, international outsource vendor management, software design and SDLC, budgeting and forecasting, and personnel management of international staff.

Reuters America, New York, NY, USA. 2002 – 2006
Senior Technical Analyst / Project Manager, Americas Operations.

- Recovered \$10 million/month through aggressive, detailed technical analysis of regional telecommunications expenditures and mechanisms, preventing significant job losses in 2003.
- Built market data satellite-based IT infrastructure for LATAM on time and 20% under budget while maintaining unprecedented levels of system availability for customers.
- Developed and documented new IT Data Center Operations processes, streamlining Methods of Working for Reuters centers in North America. Developed enterprise resource allocation models to manage 150-person 24/7 Operations staff, providing 25% improvement in effective use of resources.

Morgan Stanley, New York, NY, USA. 1999 – 2002
Group Leader, Enterprise Applications Development Group, Infrastructure IT.

- Engineering Lead for development and support of secure desktop email client and primary web browsers for 30,000 Morgan Stanley employees worldwide. Radically improved employee productivity by improving product reliability. Reduced failures of scheduled software implementations by two orders of magnitude through creative and disciplined QA practices.
- Supervised team of up to 8 UNIX and Windows developers and support staff to implement fault-tolerant solution prototypes and new designs, deploy software worldwide, troubleshoot complex IT problems, develop/perform QA, define development standards, generate documentation, and conduct security and ITIL compliance reviews. Responsible for team staffing (full-time and contract), providing performance and salary reviews, training, budgeting, as well as technical mentoring and career development.
- Developed architectural solutions for worldwide LDAP directory services infrastructure; maintained and enhanced Perl scripts to manage data security, data integrity, and systems monitoring; successfully implemented advanced features for LDAP, including schema, Active Directory referrals, replication, and security controls for multi-level, fault-tolerant hierarchical environment. Introduced QA processes for schema verification testing, performance testing, email branding, and assessing hardware/software solutions for directory services deployments. Created technical specifications for inbound/outbound feeds of LDAP data to affiliate internal organizations, including HR and Facilities.

- Collaborated with business-aligned IT Service Managers in global financial business units to manage product testing and software deployments; dramatically improved customer satisfaction by providing training, technical documentation and hands-on knowledge transfer to engineering and support-level staff on Morgan Stanley trading floors in New York, London, Tokyo, and Hong Kong.
- Participated in development of long-term business and technology strategies as well as risk assessments. Partnered in research and development efforts for the following technologies: digital certificates, Netscape roaming profiles for email and web access, Netscape iPlanet products, and remote LDAP scripts on wireless devices. Promoted strategic plans amongst technical and business colleagues throughout the enterprise.

Standard Microsystems Corporation, Hauppauge, NY, USA.

1993 – 1999

Senior Systems Administrator / Programmer, Components Products Division.

- Assessed new technologies and provided technical guidance on the architecture for initial launch of SMC corporate website in 1995.
- Managed international computing environment of Solaris, Windows, and VAX/VMS systems for chip design engineers in USA and Japan; defined security policy, administered systems, monitored performance, developed test strategies, automated installations and backups, performed QA; completed all Y2K preparation by September 1999.
- Collaborated on development of chip design methodology using CAE/CAD tools, supervised and mentored junior engineers' software development efforts.

Senior Systems Administrator / Programmer, SMC Networks – Systems Products Division.

1992 – 1993

- Managed computing environment of integrated Windows and UNIX machines for designing, manufacturing, and testing SMC Network products.
- Overhauled circuit board design methodology and implemented long-range strategic plans for purchase and use of distributed hardware and software, improving time-to-market for designs by 33%.
- Provided hardware and software support to all hardware engineers, circuit board layout designers, mechanical draftspersons, technicians, engineering managers, and non-technical users; managed suite of engineering and business applications.

Technical Skills

Operating Systems/Networking: Windows Vista/2003/XP, Sun Solaris, Mac OS X, Linux, X Windows; DECnet, Cisco IOS, VLAN, DNS/BIND, SNMP, VPN, Checkpoint, Barracuda firewalls.

Email/Messaging: Exchange/Outlook (MAPI), IMAP, SMTP, Lotus Notes; Reuters Messaging, IM Clients; LDAP, Active Directory, Oblix.

Programming Languages: Perl, Windows PowerShell, csh/ksh/sh, HTML, Java, XML.

Market Data Applications: Reuters 3000 Xtra Premium Desktop, Reuters Market Data System (RMDS), IDN/BDN, RDF/RWS, BridgeStation, BridgeChannel.

Desktop/Design Development: Microsoft Excel, Microsoft Project, Office 2K7/2K3/XP, Photoshop, MySQL, Firefox/Thunderbird, Rhino3D, Planview, Sharepoint, Oracle, Peregrine.

Quality Assurance Programs: Six Sigma, TQM, ISO 9000/9001/9004.

Education

Rensselaer Polytechnic Institute, Troy, NY, USA.

Bachelor of Science, Electrical Engineering.