

# STEVEN J. BERNSTEIN

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## Profile

Technical Manager emphasizing customer satisfaction. Enterprise IT Architect with extensive background in Network and Systems Engineering and Security. Experience working in Europe as consulting engineer; primarily in banking/finance and semiconductor industries.

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## Professional Experience

**compuKarma, Inc.** New York, NY, USA. 2006 – Present  
Managing Director.

- Drive small businesses to maximize benefits of technology investments, developing cloud computing solutions, designing and building secure network and systems infrastructure with proven software products and policies.
- Instill corporate-level discipline to manage technology in small organizations, providing high reliability and availability through IT standardization and software automation.
- Provide wide range of infrastructure products and services to multi-platform environments, including Internet connectivity, corporate firewalls/security, document management, data mining/analysis, speech technology, compliance reporting, technical training, enterprise email/directory services and unique industry-specific applications.
- Customer List in industries such as banking, healthcare, advertising, law, 3D modeling/design, non-profit agencies, construction, automotive services, engineering, and manufacturing.
- Principal Consultant for international Electronic Medical Records startup company to develop secure authentication technology under HIPAA Privacy guidelines. Managed all aspects of technical product development and design specification, privacy/security framework, PMO direction and methodologies, risk management, enterprise resource planning, application performance, data center operations, capacity management, international outsource vendor management, software design/SDLC, budgeting/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/mechanisms, preventing significant job losses.
- Developed and documented Data Center Operations processes, streamlining Methods of Working for Reuters centers in North America. Collaborated with change management engineers to define, extract and analyze metrics for monthly reports on Operations. Developed enterprise resource allocation models to manage 150-person 24/7 Operations staff, providing 25% improvement in effective use of resources.
- Built market data satellite-based IT infrastructure for LATAM on time and 20% under budget while maintaining unprecedented levels of system availability for customers.

**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 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/salary reviews, training, budgeting, 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; 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 developing curricula, providing training, technical documentation and hands-on knowledge transfer to engineering and support-level staff on trading floors in New York, London, Tokyo, and Hong Kong.
- Participated in developing long-term business and technology strategies and risk assessments. Partnered in research and development efforts for: digital certificates, biometric authentication, Netscape roaming profiles for email/web access, Netscape iPlanet products, and remote LDAP scripts on wireless devices. Promoted strategic plans among technical and business colleagues throughout enterprise.

**Standard Microsystems Corporation, Hauppauge, NY, USA.**

1993 – 1999

Senior Systems Administrator / Programmer, Components Products Division.

- 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/backups, performed QA; completed all Y2K preparation by September 1999.
- Collaborated on development of chip design methodology and design automation using CAE/CAD tools, supervised/mentored engineers' software development efforts.
- Assessed new technologies and provided technical guidance on architecture for initial launch of SMC corporate website.

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

1992 – 1993

- Managed computing environment of integrated Windows and UNIX machines for design, design automation, 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.

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## Technical Skills

**Operating Systems/Networking:** Windows 7/Vista/XP, Windows Server 2K3/2K7, Oracle Solaris, Mac OS X, Linux, X Windows; Cisco IOS, VLAN, DNS/BIND, SNMP, VPN, Checkpoint, Barracuda firewalls.

**Email/Messaging/Authentication:** Exchange 2K3/2K7, Outlook (MAPI), IMAP, SMTP, Mozilla, Lotus Notes; Reuters Messaging, IM Clients; LDAP, Active Directory, AD LDS, biometric authentication.

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

**Market Data Applications:** Reuters 3000 Xtra, 300 Xtra Hosted Terminal Access, Reuters Market Data System (RMDS), BridgeStation, BridgeChannel; Protocols - IDN/BDN, RDF/RWS.

**Desktop/Design Development:** Microsoft Excel (expert level), Microsoft Project, Office 2K7/2K3/XP, Photoshop, MySQL, Firefox/Thunderbird, Rhino3D, Planview, Sharepoint, Oracle, Peregrine, Dragon NaturallySpeaking.

**Quality Assurance Programs:** Six Sigma, TQM, ISO 9000 series.

**Spoken Languages:** Conversational Dutch and German.

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## Education

**Rensselaer Polytechnic Institute, Troy, NY, USA.**

Bachelor of Science, Electrical Engineering.