**STEVEN O. NEWBERGER**

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**SUMMARY**

Results-oriented, customer-focused, IT specialist and leader with expertise in effective management of high-profile infrastructure projects, business analysis and client training in healthcare environment.

* Effective Project Manager for must-deliver enterprise infrastructure:
	+ Collaborative software (Enterprise Streaming Video, SharePoint, WebEx, Lotus Notes)
	+ Upgrades to data center, local and wide-area networking, desktops
	+ Document management (Adobe LiveCycle, Documentum).
* Skilled in analysis, design and implementation of client/server-based information systems in FDA-regulated environments.
* Strong IT advocate, who maintains successful IT/vendor/business partnerships.
* Outstanding oral and written communicator with emphasis on high quality customer and manager deliverables.
* Collaborative visionary, with success in conducting and teaching on-line conferencing globally.

**PROFESSIONAL EXPERIENCE**

**ABBOTT LABORATORIES, Abbott Park, IL 2004 – Present**

 **Infrastructure Technical Specialist / Project Manager, User & Content Platforms,** 2009-Present

* Managed high-profile upgrade to enterprise streaming video infrastructure, successfully delivering the completed solution, resulting in delivering nine-month effort within four months. Effectively collaborated with global Data Center, Local and Wide-Area Network and Desktop implementation teams.
* Oversaw new system, which utilizes Flash technology to increase simultaneous viewing capacity more than five times the size of previous application to allow CEO/ divisional leader broadcasts available to 70,000 global desktops. Received IT division’s Executive Excellence Award for the achievement of upgrade delivery.
* Provided document processing and collaborative solutions to business customers, comprising design support and hardware/software upgrades for Adobe LiveCycle Enterprise System; Microsoft SharePoint, Mobius, IBM Web Content Manager archival storage, and video streaming.
* Managed customer and vendor relationships, including leading technical steering committees and special interest groups.
* Developed project dashboard reports to support management of numerous lines of business.
* Participated as Subject Matter Expert on technology review boards to evaluate social media and Software.

**Senior Business Analyst, Messaging and Collaboration,** 2004-2008

* Recognized as “Mr. Sametime,” by customers, supported global deployment of web conferencing and instant messaging through moderator assistance and extensive on-line teaching (more than 700 classes), to over 4,000 students.
* Managed the creation of curriculum and comprehensive training manuals, as well as deployment marketing and training sub-teams. Recognized repeatedly for committed support of global on-line conferencing activities.
* Devised and implemented creative solutions to web conferencing challenges including complex meetings with multiple breakout teams and streamlined in-line feedback and polling.

**OAK ENTERPRISES, Glen Ellyn, IL 2001 – 2004**

**IT Consultant, Abbott Laboratories, Lake County, IL**

* Selected as Senior Business Analyst, Corporate IT Worldwide Groupware Technologies.
* Served with distinction as principal evangelist for divisional pilot of Lotus Sametime on-line conferencing tool, and recognized for committed support of first time weekly science seminar available beyond the local campus with use of web conferencing.
* Recognized with Award of Excellence for “leadership and devotion in promoting and supporting effective use of Sametime.”
* Developed local scanning application for paper bound drug development team.
* Performed process reengineering analysis for central document scanning facility.
* Selected as Project Manager / Principal Business Analyst for Chemical R&D team’s implementation of Documentum for Pilot Plant application.

**PHARMACIA CORP., FORMERLY SEARLE PHARMACEUTICALS, Skokie, IL 1996 -2001**

**IT Business Analyst, Corporate IT**

* Achieved 100+% usage increase by facilitating the replacement of substandard intranet portal software with streamlined COM Object technology solution.
* Localized and utilized available enterprise resources to execute key application development project, which resulted in avoiding $100,000+ consulting fees.
* Championed, built and sustained uniquely successful global business/IT collaborative team that teleconferenced bi-weekly to support enterprise document management activities.

**Professional Development**

**Introduction to Microsoft SharePoint Hands On**, Learning Tree Int'l, Schaumburg, IL

**Train the Trainer: Facilitating Interactive Learning**, Abbott Training Services

**Building XML Applications Hands On**, Learning Tree Int’l., Schaumburg, IL

**Visual InterDev Hands On**, Learning Tree Int’l., Roselle, IL

**Documentum Systems Analysis, Development and Systems Administration**, Documentum Corporate Training, Chicago, Illinois -- Acquired learnings and skills at five week-long hands-on courses.

**Software Development Methodology**, Daugherty Consulting, Glenview, IL

**Lotus Notes Applications Development I and II**, Productivity Point, Chicago, IL

C**ertificates in Systems Analysis and Programming**, Control Data Institute, Chicago, IL

**Liberal Arts coursework**, Princeton University, Princeton, NJ

**Professional Affiliations**

Streaming Media Professionals Interest Group, Member, LinkedIn

International Institute of Business Analysis Group, Member, LinkedIn

It's all about Project Management Group, Member, LinkedIn

Digital Health Interest Group, Member, LinkedIn

Midwest Documentum Users Group, Co-Founder