**Steven O. Newberger**

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## 4-Star Generalist

**Administrative and Project Management for Small-to-Medium Business**

**Bookkeeping ● Technology Fluency and IT ● Training and Mentoring**

* Bookkeeping ● Payroll ● Accounts Payable ● A/R and Collections ● HR ● Sales Support
* Strong customer service and vendor relationship expertise
* Great liaison between owners and staff ● Inspirational office leadership
* Effective oral and written communications
* Sustains all facets of the office so that the business can concentrate on business

**EXPERIENCE**

**Principal**, Essoenn, Inc., Evanston, IL2014 – 2016

*Digital Marketing Consultancy*

**Infrastructure Project Manager**, Abbott Laboratories, Abbott Park, IL 2009 – 2014

*Fortune 100 Global Developer and Manufacturer of Healthcare Products*

* **Managed** high-profile upgrade to global 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 on five continents.
* **Expanded** its delivery to mobile devices (iOS and Android) via a cloud-based application.
* 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 world-wide 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.

**Senior Business Analyst,** Abbott Laboratories, Abbott Park, IL 2004 – 2008

*Fortune 100 Global Developer and Manufacturer of Healthcare Products*

* Recognized as **“Mr. Sametime”** by customers, supported **global deployment** of web conferencing and instant messaging through facilitator assistance and extensive **on-line teaching** (more than **700** classes), to over **4,000 students across Abbott’s global enterprise**. Managed the **creation** of curriculum and comprehensive training manuals, as well as deployment marketing and training sub-teams. **Recognized** repeatedly for 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.

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**IT Consultant**, Oak Enterprises, Glen Ellyn, IL 2001 – 2004

*On-Site at Abbott Laboratories, Abbott Park, IL*

* 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.”

**OTHER RELEVANT EXPERIENCE**

**• Vice President, Operations:** 75-employee manufacturer of advertising specialties.

**• Controller**: 50-employee manufacturer and distributor of commercial bakery ingredients.

**• Vice President, Assistant to Owner:** 100-employee manufacturer and marketer of metal housewares.

**• Customer Service/Office Manager:** 10-employee brokers/designers of paperboard packaging.

**EDUCATION & TRAINING**

* **Train the Trainer: Facilitating Interactive Learning,** Abbott Training Services
* **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, Illinois
* **Lotus Notes Applications Development I and II**, Productivity Point, Chicago, Illinois
* **Certificates in Systems Analysis and Programming**, Control Data Institute, Chicago, Illinois
* **Liberal Arts Coursework**, Princeton University, Princeton, New Jersey

**PROFESSIONAL and VOLUNTEER 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
* North Shore Choral Society, Past President