

Steven D. Stern

EXECUTIVE SUMMARY:

Steven is an Information Technology management professional with experience in association management, higher education, commercial education, and commercial real estate industries. He has hands-on technical skills in addition to his record as an effective manager who builds cohesive and effective team environments. He has expertise in Windows, OS/X and open-source environments, with a wide variety of software and systems, including web portals, CRM, services and feeds, social networks, blogging platforms, and desktop systems.

As a member of senior management teams, Steven also has an excellent background in developing and implementing strategic plans and measures of performance. His training as a research scientist brings a highly organized methodology that meshes well with his ability to find creative opportunities and solutions.

His current projects include evangelizing social media strategies for small businesses, entrepreneurs, and job-seekers, and strategic uses of the Google Apps tool suite. Steven also develops websites with a team that includes communication and marketing professionals, graphics designers, and an SEO experts.

KEY PROFESSIONAL EXPERIENCE:

- Great Harvest Franchising, Inc., Chief Information Officer (independent contractor)
- Lumity – Consultant and Contractor (independent contractor)
- Alliance of Merger & Acquisition Advisors – CIO Services (independent contractor)
- CCIM Institute, Chief Technology Officer
- University of Chicago Booth School of Business, Executive Director of Computing Services (CIO)
- JMB Realty Corporation, Vice President/Information Services, Manager of Computer Services, Technical Writer

KEY CAREER ACCOMPLISHMENTS:

- Created a multi-level dashboard for use by CCIM's staff and Board of Directors that allowed everyone to have a secure, but easy to grasp view of trending key performance indicators. This arose directly from work as a member of the Board of Directors Strategic Planning Committee.
- Developed a model of proactive customer service using social networks like Twitter and Facebook.
- Developed an opt-in/opt-out, preference matching system for inter-member “mail blasts”, replacing general purpose mailing lists. Members received only those listings or requests that matched an large list of possible filters. Within six months, member surveys indicated this this was one of the top three benefits of membership in the CCIM Institute.
- Developed an e-commerce system for course registrations, membership renewal, and other functions for the CCIM Institute website and integrated it with the member renewal process. By building in a time sensitive single sign-on technology, the first round of membership renewals included a link that allowed members to arrive at the renewal page on the website without needing to log in. Leading the renewal process with emails resulting in significant savings related to the costs of preparing and mailing invoices and lock box processing fees.
- Developed a website to replace one that had no clear management and maintenance structure

with a content management system with workflow, templating, tagging resulting in a better customer/member experience, up-to-date and consistent content, and a more modern look and feel. Used open source tools, so the cost, exclusive of graphic designers and hardware, was \$0.

- Improved telephone service while reducing ownership, maintenance and connection costs and bringing most routine maintenance in-house by replacing CCIM's telephone system.
- Changed hosting providers, concurrent with a move to virtualization, that led to provisioning three times the number of servers at one-third the cost.
- Developed the state-of-the-art technology plan for the University of Chicago's new business school building, working closely with faculty, engineers, and architects. Ensured success by building complete mock-ups of the two classroom forms in warehouse space before the construction plans were committed.

EDUCATION:

- Ph.D., M.S., Experimental Psychology, Northwestern University, Evanston, IL
- B.A., Majors: Mathematics, Psychology, Grinnell College, Grinnell, IA

CERTIFICATIONS AND AFFILIATIONS:

Affiliations

- Technology Leaders Association
- Executive Network Group of Greater Chicago
- Association Forum

Certifications

- Executive Education courses at University of Chicago Booth School of Business
 - Negotiation and Strategy
 - Management Accounting

CONTACT

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