Nora McKinnell

CONTACT | Unit 2324 | Phone: (516) 557-3793
21 Wellesley College Road | Email: nora.mckinnell@gmail.com
Wellesley, MA 02481-0223 | github: nmckinnell

EDUCATION

Wellesley College *2010 to present*

- Expected graduation date May 2014
- Computer Science major, Chinese Language and Literature minor
- 3.28 GPA as of Fall 2012

SKILLS

Development Tools: vim, emacs, Zend Studio, git, SVN, LessCSS
Platforms & Languages: OSX, Linux, Windows, Google App Engine, Bootstrap
Languages: Python, PHP, Java, MySQL, Javascript, jQuery, CSS, HTML
World Languages: Intermediate Mandarin Chinese, Conversational Spanish

EXPERIENCE

Help Scout Intern *Summer 2012*
Help Scout, helpscout.net

- Wrote the foundation for PHP and Java API libraries
- Resolved software defects identified by customers
- Manually tested new features before they were launched
- Handled the majority of incoming customer service inquiries

Tanner Technology Intern *Summer 2011*
Wellesley College Computer Science Department/Center for Work and Service

- Developed an algorithm to handle conflicts in the scheduling system
- Designed and implemented a more accessible and secure login system
- Transitioned to a turn-key system with a more compact database
- Created a way for users to share and compare their schedule with others

Library Technology Support Consultant *August 2011 to present*
Wellesley College Computing Help Desk

- Delivered technical consultation to students, faculty and staff
- Diagnosed and resolved computer and network issues

CS117: Inventing Mobile Apps Teaching Assistant *Fall 2011*
Wellesley College Computer Science Department

- Assisted teaching during lab sessions
- Led help room sessions for students to assist with term projects