

MACZ NORTON

macznorton@gmail.com | (414) 708-6179 | Seattle, Washington
linkedin.com/in/macznorton

EDUCATION

The University of Iowa, 2015

Bachelor of Arts, Economics
Bachelor of Arts,
International Studies
Global Health Certificate

Honors Thesis:

"Socio-spatial Inequalities
and the Persistence of
Cholera in Accra, Ghana"

Inducted into Phi Beta Kappa
for academic achievement
(3.90+ GPA).

SKILLS

Digital

Excel, SQL (Novice), Adobe
Illustrator / InDesign (Novice),
Salesforce, Outreach, Google
Suite, Zoom

PROFESSIONAL EXPERIENCE

Customer Success Manager, Skilljar

2019-Present | Seattle, Washington

Served as strategic partner to mid-market and enterprise clients.

Customer Success Manager, LiveStories

2017-2019 | Seattle, Washington

Executed customer projects throughout full SaaS life-cycle for civic data company, reporting to the VP of Operations.

- Wrote basic SQL queries to find pertinent information in an internal product-specific database.

Fellow, Coro Fellows Program in Public Affairs

2016-2017 | St. Louis Missouri

Selected as one of 60 Fellows nationally for this post-graduate, nonpartisan experiential leadership development program in public affairs.

- Completed 7 consulting projects across 5 sectors over 3-6-week cycles, as well as 20+ hours per week of group seminars and interviews with community leaders focused on leadership, project management, communications, and facilitation skills.
- Led the digital communications strategy for a fundraising initiative that led to \$14k+ in donations to self-fund a National Affairs Week learning experience in Washington, DC with 11 other Fellows.

ADDITIONAL EXPERIENCE

- Improved data collection and grant reporting processes during post-graduate national service year as an AmeriCorps member with Iowa Legal Aid.
- 4-year student-athlete on The University of Iowa's NCAA Division I Rowing Team; selected as "Novice of the Year" as a walk-on athlete.
- Improved cross-cultural skills in summer study abroad in Cusco, Peru (2012) and Cape Coast, Ghana (2014).