

# Nora McKinnell

---

CONTACT      nora.mckinnell@gmail.com

nmckinnell.com  
github: nmckinnell

EXPERIENCE      **Senior Software Engineer, Marketplace**      *August 2016 to present*  
Twilio, twilio.com

- Architected improvements to the Marketplace data model used by multiple configuration-driven products, made changes cutting across MySQL, Java backend services, and PHP frontend
- Responsible for operating production services that power three distinct product lines and nearly \$400k in monthly recurring revenue
- Owned and developed the user-facing console experience for Marketplace products, expanding our catalog offering and exposing new functionality
- Delivered management and assignment APIs for Add-ons that reduced cost of adoption and enabled new use-cases for ISV customers
- Designed backwards-compatible workflow to upgrade versioned configuration data in order to accommodate third-party vendor API changes
- Launched Twilio Channels, an OTT platform powered by shared domain-specific language and interpreters that allows customers to send messages through third-party messaging services like Facebook Messenger

**Software Engineer, Console**      *August 2014 to August 2016*  
Twilio, twilio.com

- Led site redesign project of Twilio account console to accommodate expanded product offering, created style guide and processes used by contractors to implement new UX designs
- Coordinated incremental rollout of new console experience while measuring success through A/B testing and user feedback, maintained legacy account portal for minimal customer impact
- Refactored role-based access control framework to simpler type-driven model shared between controllers and templates
- Played key role in multiple product launches by integrating new services into the account console and iterating on improvements with service owners
- Mentored summer intern and helped create onboarding plans and processes for new team hires

**Engineering Intern**      *Summer 2013*  
Cogo Labs, cogolabs.com

- Created and designed website using Ruby on Rails for lead acquisition
- Coded dynamic content generation module using Markov chains and scraped data
- Managed email infrastructure and logic for custom campaigns
- Devised email template strategy to increase user interactions

SKILLS      *Languages:* Python, Java, PHP, Scala, MySQL, jQuery, Javascript, CSS, HTML  
*Development Tools:* git, vim, Heroku, LessCSS  
*Platforms:* OSX, Windows, AWS, Dropwizard, Bootstrap, Ruby on Rails  
*World Languages:* Advanced Intermediate Mandarin Chinese, Conversational Spanish

EDUCATION      **Wellesley College**      *Class of 2014*  
Computer Science and Chinese Language and Literature major  
Cumulative GPA: 3.49/4.0