

# LAUREN C. NORGARD

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## CORE COMPETENCIES

- Assistive Technology
- WCAG 2.0, 2.1, A, AA, AAA
- Self-motivated
- Innovative thinking
- Interpersonal Skills
- UI/UX
- Web development
- Front end
- Written communication

## EDUCATION & CERTIFICATION

### Certification, Full Stack

Apr. 2021-Oct 2021

University of Minnesota-Twin Cities: Minneapolis, MN

### Master of Science, Vocational Rehabilitation

Sept. 2015-May 2017

University of Wisconsin – Stout: Menomonie, WI

### Bachelor of Science, Communication Sciences & Disorders Minor, Psychology, Emphasis in American Sign Language & Neurology

Sept. 2011 - May 2014

University of Wisconsin – Eau Claire: Eau Claire, WI

### Certified Rehabilitation Counselor (CRC)

May 2017

Commission on Rehabilitation Counselor Certification

## WORK EXPERIENCE & ACHIEVEMENTS

### Access Program Coordinator (Full-time 40 hours)

July 1<sup>st</sup>, 2017- July 2021

Normandale Community College: Bloomington, MN

- Website accessibility liaison providing consultations, education and on-going support to web development and Content management Support teams.
- Create accessible content by creating PDFs, captioning, alt tags, and image descriptions
- Conducted training for students and faculty regarding academic barriers by promoting proactive assistance to support the needs of students, admin and faculty regarding accessibility.
- Provide quality assurance by implementing, testing and usability, working with web Master, staff to ensure compliance.
- Develop trainings for students to help navigate D2L, learning ally, read and write, voiceover, NVDS, JAWS and dragon
- Understand and apply working knowledge of the ADA, OCR, WCAG, Section 508, 504 of the rehabilitation act in order to provide excellent customer service.

### Disability Services & TRIO SSS Assistant (Full-time 40 hours)

Dec 6. 2016- June 30, 2017

Normandale Community College: Bloomington, MN

- Supervise and mentor five student workers on a daily basis while managing their day-to-day responsibilities and tasks
- Train student workers for their front desk and peer mentoring roles while encouraging students to discover their strengths and leadership qualities
- Monitor and advise the academic, personal and career goals of students by providing individualized support to assist students with overcoming substantial barriers
- Assist students with accommodations, organization, time management, and referral to campus and additional resources
- Plan and implement social programming for students with diverse backgrounds by creating new connections and opportunities for students facing adversity

### Mental Health Practitioner (Part-time 15 hours)

Nov. 2 2016- March 2017

Residential Transitions, Inc: West St. Paul, MN

## **Lauren C. Norgard, Continued**

- Develop individualized plans with 10+ clients based on individual, vocational, physical, mental goals to promote independent living
- Support clients with education goals by assisting with advising, connections with resources, stress management, coping skills and student retention
- Implement and monitor appropriate services for clients with disabilities to promote independent living skills by adjusting goal plans to promote client's academic, social, educational and cultural goals
- Work one on one with clients, employers, guardians, and additional supports on conflict resolution of services

### **Vocational Rehabilitation Practicum Student (100 hours)**

**Sept 7 2016- Nov. 29 2016**

Vocational Rehabilitation Services: Apple Valley, MN

- Educated individuals with disabilities on how to advocate for themselves by empowering individuals through a person centered approach to promote self-advocacy regarding disability related barriers
- Met with 50+ high school students to discuss future post-secondary goals by creating academic plans to college tours, application process, admissions, service coordination's with post secondary institutions and more
- Wrote and presented employment plans and vocational implications to the State of Minnesota in order for individuals to become eligible to receive services

### **Disability Services Graduate Assistant (Part-time 20 hours)**

**Sept 9 2015 – May 20, 2016**

Disability Services: University of Wisconsin-Stout, Menomonie, WI

- Met with students to discuss barriers in the testing and classroom environment, reviewed documentation, provided accommodations
- Accommodated students with assistive technology by providing trainings on audiobooks, smart pens, speech to text software and Jaws
- Coordinated and ran Disability Service's testing center during busy testing times and assisted students with exams by proctoring and/or scribing
- Provided essential information about college success strategies, resources, community connections, assistive technology and accommodations to students in order for them to make informed choices about their services

### **Vocational Coordinator (Full-Time)**

**June 5, 2014 – Feb 17, 2016**

Residential Transitions, Inc.: West Saint Paul, MN

- Coordinated and monitored Residential Transitions Inc., supported employment and community ILS program
- Developed the logistics, criteria, connections and outreach within the county, vocational rehabilitation, employers and the private sector
- Motivated and managed 25+ clients on a weekly basis with wide range of mental, physical and intellectual disabilities
- Coordinated team meetings consisting of county case managers, guardian, mental health case manager, family members, vocational rehabilitation, ARMHS workers, and mental health practitioner to assist client in making informed choices about their services
- Trained and collaborated with 15+ employers on best practices for using accommodations in the workplace and creating appropriate relationships and environments for individuals with significant barriers to employment

### **Community Education Gymnastics Coach (Part-time 25-30 hours)**

**December 17, 2007– Aug. 28, 2010**

Woodbury High School Community Education Program: Woodbury, MN

- Coached and coordinated two separate teams of 12+ individuals with intellectual disabilities on tumbling and gymnastics safety while promoting an inclusive environment where individuals with disabilities could interact and work with their peers
- Coached and mentored 10+ gymnastics levels annually totaling 800+ students during 3 years
- Gained leadership skills through communicating with peer coaches, parents and students

## Lauren C. Norgard, Continued

- Adhered to management duties of opening gym and head coach duties consisting of communicating with parents on student progress, leading coaches, and organizing rotations of event
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## ACQUIRED SKILLS

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|-------------|---------------------|----------------|
| ▪ HTML      | ▪ Tailwinds         | ▪ Github       |
| ▪ CSS       | ▪ JQUERY            | ▪ Git          |
| ▪ Bootstrap | ▪ JSON              | ▪ RESTful APIs |
| ▪ debugging | ▪ Responsive Design |                |