Sara E. Norlin | (612) 910-9297 | sara.e.norlin@outlook.com

EXPERIENCE

C Space Boston, MA
Technical Operations and Programming Specialist July 2015 to Present

- Configured new client websites with CSS and HTML 5 using GitHub, Dreamweaver, and proprietary software per Fortune 500 branding.
- Programed panel recruitment surveys using JavaScript and HTML 5 within the Confirmit framework.
- Supported market research websites through troubleshooting technical issues and triaging defects in JIRA.
- Led all mobile testing using Fabric and TestFlight for iOS and the Google Beta Program for Android; developed new templated and repeatable mobile test cases.
- Managed the company-wide development and implementation of Text Analytics.
- Initiated mobile product ownership on the operations team and managed operations of Hatch, a 12,000 member, $1.2 million revenue market research app.
- Conducted customer, client, and internal training for proprietary software.
- Wrote documentation for mobile support and machine learning integration.

City Mission Boston, MA
Office Manager March 2014 to June 2015

- Oversaw the database migration from Sage to Salesforce and established database standards.
- Updated the CMS website with new event pages; recommended new website technologies.
- Managed email lists and sent correspondence to community partners via Constant Contact.
- Initiated a committee to address the organization's records' status, implement a record management system, and create a document chronicling the organization's 200 year history.

Central Delaware Habitat for Humanity Dover, DE
Marketing Coordinator October 2013 to January 2014

- Coordinated first ever fundraising event for the affiliate leading to increased donations from untapped demographics such as local young professionals.
- Migrated the existing website to WordPress and updated content as needed.

AmeriCorps – Marketing & Volunteer Coordinator November 2012 to September 2013

- Organized first ever 5k fundraising event that created new partnerships and raised over $7,000 for home constructions.
- Established new marketing guidelines that resulted in sales increasing 20 percent.
- Designed flyers, emails, and logos for promotional events using Adobe Photoshop.
- Managed relationship with outside vendors, delivering marketing files per specifications.
- Maintained contact with the public through social media and Vertical Response emails.

TECHNICAL SKILLS

Languages: JavaScript, React, jQuery, SQL, CSS, HTML 5
Tools: Confirmit, Fabric, GitHub, JIRA, Localytics, MarketSight, Salesforce, SharePoint, TestFlight, WordPress, Zendesk

EDUCATION

General Assembly, Front-End Web Development August 2017 to October 2017

Hands on Training Technology, SQL Programming June 2017

University of Minnesota, Twin Cities Graduated May 2012
Bachelor of Arts, History