Nora McKinnell

CONTACT   nora.mckinnell@gmail.com

nmckinnell.com
github: nmckinnell

EXPERIENCE

Senior Software Engineer   *October 2017 to present*
Patreon, patreon.com

- Led engineering team responsible for critical, high-availability site features such as posting, commenting, messaging, and user dashboards
- Reduced AWS spend by over $30k per month through improvements to media pipeline and caching for user-uploaded content
- Architected sitewide changes to adapt product features from single-user to multi-user accounts
- Designed and implemented new system for determining access to exclusive content
- Optimized query performance, improved schema migration tooling, and established best practices for MySQL queries and table design
- Served as direct manager for backend engineering intern for eight months while regularly pair programming and acting as her primary mentor

Senior Software Engineer, Marketplace   *August 2016 to October 2017*
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
- 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

SKILLS

Languages: Python, Ruby, Java, PHP, MySQL, Javascript, CSS, HTML
Development Tools: git, vim, flask, Redis, Heroku, LessCSS
Platforms: OSX, Windows, AWS, 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