



Allene Norton

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Relevant Experience

07/2025

NYC

Founder Norton Applications LLC

- Automation configurations to streamline client processes and improve efficiency.
- Tailored consulting services to small businesses, helping optimize their operations by introducing and configuring modern productivity tools.
- Full-stack developer of custom web applications.

06/2022 – 07/2025

NYC

Head of Support and Developer Relations Copilot

- Founding member of Support and Developer Relations departments, achieved 98% average CSAT scores over 3+ years and enhanced communication with 3rd-party developers.
- Primary writer of API reference, customer-facing technical documentation, and comprehensive product guide.
- Owner and lead engineer for the Make integration and various internal tools using Retool and custom Next.js apps.
- Contributed to the core product development, API design, Zapier, and the SDK.
- Solutions engineer for enterprise customers, delivering custom full-stack applications and automations.
- Launched product and developer community, fostering collaboration and knowledge-sharing among users.

02/2021 – 03/2022

Remote

Software Development Instructor ThriveDX [University of Wisconsin, Madison]

- Developed and implemented engaging software development curricula, focusing on Node, React, Typescript, and Python, ensuring that the curriculum remained relevant and aligned with current technology standards.
- Led instructional sessions and personalized mentorship for diverse groups of students, fostering an interactive learning environment and helping students to grasp complex concepts more effectively.

04/2021 – 10/2021

Remote

Mobile CI/CD Support Engineer Bitrise

- Investigated and resolved CI/CD build issues for both indie and enterprise clients, which improved their deployment efficiency and reduced downtime.
- Developed comprehensive onboarding processes for new support hires, helping them get up to speed quickly and enhancing team productivity from day one.

11/2020 – 07/2021

Remote

Web Developer Freelance

- Contributed to and maintained code in Ruby on Rails for Covid volunteer opportunities, which streamlined the process for connecting volunteers with those in need.
- Developed a proprietary front-end for a music database, enhancing user experience and making it more engaging for users to explore and manage music collections.
- Managed deployment processes, ensuring that updates were executed smoothly and efficiently, which minimized downtime and improved overall site performance.

Relevant Skills

Typescript # Ruby # Go # Python # React # Next.js # API and System Design
AWS Cloud Services # Retool # Technical Support # Developer Relations # Technical Writing

Education

06/2020 – 09/2020	Software Development Flatiron
01/2008 – 05/2009	Radio/Film/Television University of Texas, Austin
08/2009 – 12/2012	Audio Engineering Austin Community College

Additional Experience

Audio engineering # Music production # Accomplished recording artist and multi-instrumentalist
Music instruction # Management # Client relations

Strengths

Ambitious # Decision making # High achiever # Thoughtful # Creative thinking # Fast learning
Ability to learn from mistakes # Solving complex problems # Flexible/Adaptable
Calming agitated clients # Interviewing job candidates # Compassionate