

Allene Norton

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(818) 284 2251
Brooklyn, NY

Relevant Experience

Copilot Head of Support and Developer Relations

- Early joiner, founder of Support and Developer Relations departments.
- Owner of API reference, customer-facing technical documentation, and full product guide.
- Owner and lead developer for Make integration and multiple internal tools [Retool].
- Developer contributor for core product, API design, Zapier integration, and Copilot SDK.
- Solutions engineer for enterprise customers, including custom full-stack Next.js applications and automation configuration.
- Built and shipped new product and developer community and owner of Discourse forum.

June 2022 - Present, NYC

ThriveDX Software Development Instructor [University of Wisconsin, Madison]

- Curriculum development
- Lead software development instructor, technologies including Node, React, Typescript, and Python

Adjunct: Feb. 2021 - Oct. 2021 | Staff: Oct. 2021 - March 2022

Bitrise Mobile CI/CD Support Engineer

- Investigated and resolved CI/CD build issues for indie and enterprise clients.
- Developed onboarding processes for new support hires.

April 2021 - October 2021

Freelance Community Connections, HitList Music

- Full-stack web development
- Contributed to and maintained code and deployment in RoR for Covid volunteer opportunities
- Developed proprietary front-end for music database

November 2020 - April 2021

Skills

Code

Typescript / Python / Ruby / Go

React / Next.js / RoR

API / System Design

Tools

AWS Cloud Services

Retool / Linear / Jira

Git / Github / Bitbucket

Interaction

Developer Relations

Technical Support

Customer Experience (CX)

Education

Flatiron Software Development

June 2020 - September 2020

University of Texas, Austin Radio/Film/Television

January 2008 - May 2009

Austin Community College Audio Engineering

August 2009 - December 2012