

Jacklyn Biggin.

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Experience

Developer Relations Lead • Voiceflow

Nov 2024 to Jul 2026

- Rebuilt neglected product documentation: migrated from ReadMe to Mintlify, led a full rewrite for the V4 platform upgrade, and built AI workflows to keep content current; user satisfaction rose from 55% to 81%
- Owned customer education: onboarding emails, bi-weekly office hours, YouTube tutorials, and step-by-step guides; served as primary technical contact for 50+ agency partners in the Experts program
- Co-produced the V4 launch event (900 registered, 1,500+ replay views): built the demos featured throughout and supported the event end-to-end: scripting, executive prep, and live production
- Partnered with Support to turn ticket trends into first-line documentation (used by agents and the AI support bot), and pushed Engineering to auto-sync OpenAPI specs via CI, sharply reducing enterprise customer complaints about inaccurate API docs
- Hosted/produced webinars with Make, n8n, and Roark.ai (300+ live viewers); built Zapier integration
- Surfaced customer feedback from office hours, Discord, and DMs into Product and Engineering, driving bug fixes, product changes, and a billing fix that unblocked all customers across India

Developer Advocate • Automattic (WooCommerce)

Oct 2023 to Oct 2024

- Owned Woo's presence at local WordCamps end-to-end: built the event playbook, prepped Happiness Engineers (support staff) to work them, and documented it so the program could run without me
- Took over a stalled, scattered documentation project and owned it through launch: wrote extensively (50+ pieces), partnered across teams, and shipped WooCommerce's new developer docs (0 to 40K MAUs)
- Built relationships with key extension developers through meetups, dinners, and WordCamps, channeling ecosystem feedback into product; led developer comms during incidents across blog and social

Developer Relations Lead • Autocode

Sep 2021 to Sep 2023

- Researched, scripted, and presented instructional videos for Autocode's YouTube channel, resulting in over 625,000 views, 20,000 hours of watch time, and 97% like-to-dislike ratio
- Grew branded Discord server by 400% (9,300 to 37,000 members) while sustaining 20% week-one retention rate by building ambassador program (scaling from 8 to 30 people) and running developer-focused events
- Built sample projects (installed 10,000+ times) to improve platform retention and new ecosystem uptake

Hackathon Coach • Major League Hacking • Part Time

Mar 2019 to Sep 2023

- Coached organizers and taught students at 50+ hackathons across Europe, North America, and online
- Hosted 60+ technical workshops and livestreams for global audiences of 10 to 350 participants
- Trained 15+ team members in event management and developer advocacy fundamentals

Senior Developer, OpenShift • Royal Bank of Canada

Aug 2020 to Aug 2021

- Educated 700+ developers in container technologies across RBC, winning internal Silo Buster award
- Mentored four interns in developing a product integration that won Technical Distinction out of 20 teams

Community Leadership

Advisor • Hack the 6ix

Jul 2025 to Present

- Primary advisor to the co-chairs of Toronto's largest summer hackathon (433 participants, 30 organizers, 50 volunteers); guiding operations, team culture, and event strategy, with hands-on support throughout

Founder & Lead Organizer • Hack Quarantine

Mar 2020 to May 2020

- Led a team of 20 volunteers to organize a 3,500-participant, three-week online hackathon in ten days

Side Quests: Week-long university guest-workshop series on building AI agents • MLH Top 50 • 2x Hack the North workshop lead • Keynote at Hackville 2025 • Spoke at TEDxColumbia Lake Youth • Led tech for the UK's largest student radio station • 14x hackathon award winner • Built a 1000+ member tech community

Education

Master of Digital Experience Innovation, University of Waterloo, Canada • 93% Average

2025

Certificate in Learning Design (Instructional Design), University of Toronto, Canada • 94% Average

2023

Bachelor of Arts (Honours), Digital Media, University of Leeds, England • *First Class Honours*

2021