

# Jacklyn Biggin.

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Toronto, ON, Canada

## Work Experience

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### **Developer Relations Lead**      **September 2021 to Present** **Autocode**      **Toronto, ON**

- Developed and documented sample APIs, web-apps and bots for users to learn from
- Scripted and presented technical education videos focused on JavaScript and API fundamentals watched over 180,000 times by learners

### **Hackathon Coach (Contract)**      **March 2019 to Present** **Major League Hacking**      **UK & North America**

- Mentored students and supported organizers at 40+ hackathons across Europe, North America and online
- Evangelized sponsored technical products such as Google Cloud, Twilio and Domain.com
- Wrote and hosted technical workshops and livestreams for international audiences of between 10 and 350+ participants
- Trained newer team members in developer advocacy

### **Senior Developer - OpenShift**      **August 2020 to August 2021** **Royal Bank of Canada**      **Toronto, ON**

- Managed OpenShift's education and community presence within RBC through initiatives, heavily contributing to the team winning a Silo Buster award and educating over 700 developers across the organization
- Coordinated platform resiliency initiatives while developing features for existing applications to ensure good customer experience

### **Founder & Lead Organizer**      **March 2020 to May 2020** **Hack Quarantine**      **Remote**

- Managed a team of 20 volunteers to organize a 3,500 participant, three-week online hackathon focused on solving issues relating to COVID-19 in just ten days
- Achieved record breaking metrics, with 251 project submissions, 40,000 unique website visitors and 1.9 million minutes of video content being consumed during the event

### **Head of Tech & Software**      **June 2017 to May 2020** **Leeds Student Radio**      **Leeds, UK / Remote**

- Overhauled station broadcasting infrastructure, improving UX, and increasing productivity and online output while reducing future costs
- Coordinated outside broadcasts, supported presenters with technical issues and ensured uptime in a fast-paced environment

### **Software Developer - RBC Amplify**      **June 2019 to Aug 2019** **RBC Capital Markets**      **London, UK**

- Worked in a team of four to implement design thinking methodologies within Capital Markets while collaborating with executive stakeholders to deliver their vision

## Education

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### **Certificate in Learning Design** **University of Toronto** • 2022 - Present

- Focus on the theory and science of learning, and delivering educational programs applied in the context of technical education

### **BA (Hons) Digital Media (International)** **University of Leeds** • 1st • 2016 - 2021

- Modules include Dynamic Web Programming & Interface Design
- Year Abroad at Western University focused on Computer Science & Media

## Awards

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### **14x Hackathon Award Winner, including:**

- **First Place** at UrbanHacks for creating an Android app to improve awareness of public services
- **Second Place** at uOttHack for my custom hardware/software solution to solving farming issues in less developed countries

**The Diana Award**, “the most prestigious accolade a young person aged 9-25 years can receive for their social action or humanitarian work” for my work educating students in STEM skills

Featured in the **MLH Top 50 2021**, which showcases the most influential members of the student developer community

**Outstanding Contribution Award** from Leeds University Union

**Hero of the Moment** at the national I Love Student Radio Awards

## Side Projects

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- Streaming my development process on Twitch, where I'm currently building a NextJS-based portfolio website
- Building a community of 850+ student developers on Discord