Jason L. Biggs

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Software Engineer

Areas of Expertise

Custom WordPress Development & Plugin Architecture || Full-Stack Web Development
Modern UI/UX Design & Responsive Interfaces || Technical Documentation & Developer Training
Object-Oriented Programming (OOP) || Agile Project Management || Software Quality Assurance & Code Review
API Integration & Headless CMS || DevOps Fundamentals (Docker, AWS, CI/CD)

Technical Proficiencies

PHP || JavaScript || TypeScript || jQuery ||| Python || Bash || SQL || HTML || SASS || CSS
WordPress || Laravel || React || Next.js || Bootstrap || Advanced Custom Fields || LearnDash || Payload || Contentful || Elementor
AWS (EC2, ECS) || Docker || Git || Github || CircleCI || Cypress || Atlassian Suite || Figma || Adobe Creative Suite

Professional Experience

Think Bigg Development — Saint Charles, IL   **10/2021 - Present**
Principal, Owner

- Developed a custom WordPress theme for Model Horse University, using SASS, modular PHP templates, and a bespoke user registration system; deployed on SiteGround with performance tuning for sub-2s page load times.
- Delivered a one-off event site for Playdough to Plato, hand-coding responsive layouts in CSS and implementing a custom WordPress template to accommodate non-standard internal hosting requirements.
- Built and maintain jason-biggs.com, a Laravel-based personal portfolio hosted on AWS EC2, featuring dynamic project showcases and contact forms; migrated from WordPress to gain greater flexibility and backend control.
- Engineered thinkbigg.dev as a statically generated site using Next.js, Tailwind CSS, and TypeScript, containerized via Docker and hosted on AWS ECS — achieving Lighthouse scores of 95+ across all categories.
- Launched techregular.net, a blog powered by Next.js and Contentful CMS, hosted on AWS EC2; serves as a platform for experimenting with API integrations, webhooks, and content modeling.

Chime Financial — Remote   **8/2024 - Present**
Software Engineer

- Partnered cross-functionally with marketing and design teams to implement A/B testing and page performance optimization across high-traffic landing pages, increasing user engagement by 27% and contributing to a 15% lift in site-driven revenue.
- Resolved over 120 WordPress-related bugs using browser dev tools, PHP error logging, and database diagnostics, reducing average issue resolution time by 35% and maintaining a 99.9% site uptime.
- Developed and deployed 20+ mobile-optimized pages using PHP, JavaScript, and WordPress REST API, adhering to accessibility standards (WCAG 2.1) and improving user satisfaction scores by 22% according to quarterly UX surveys.
- Built modular, dynamic templates using Advanced Custom Fields (ACF), enabling marketing and content teams to launch campaigns independently — reducing engineering dependency by 60%.
- Authored and maintained 40+ technical documents and SOPs via Confluence and Notion, standardizing workflows across engineering and marketing operations and reducing new team member onboarding time by 45%.

Dealer Inspire — Remote   **11/2022 - 3/2024**
Software Engineer 1

- Led cross-functional initiatives with product and engineering teams to create technical and process documentation in Confluence, improving team onboarding speed by 30% and increasing project velocity by 20%.
- Engineered high-converting, SEO-optimized dealer websites using PHP, WordPress, and JavaScript frameworks; drove a 50% boost in page views and a 20% increase in lead generation through UX enhancements and performance tuning.
- Formalized and championed a code review pipeline via GitHub Actions and pull request templates, identifying 200+ code issues and improving code quality metrics by 40% within 6 months.

- Integrated a third-party AI-powered language translation API using PHP and AJAX, enabling multilingual support across dealership sites and reducing translation-related dev hours by 20%, while improving user engagement by 15%.

Dealer Inspire — Naperville, IL   10/2019 - 11/2022
Full-Stack Wordpress Developer
- Built and deployed a scalable white-label LMS using WordPress, Advanced Custom Fields, and LearnDash, increasing internal team training participation by 50% and supporting ongoing skills development across 6 departments.
- Developed custom WordPress plugins with Google Analytics event tracking and data dashboards, enabling leadership to monitor user behavior and optimize training content — improving internal efficiency by 20%.
- Automated weekly training data processing using Python and scheduled cron jobs, saving 3+ hours per week and reducing manual reporting errors.
- Introduced Agile workflows and sprint retrospectives to the internal training team using Jira and Trello, resulting in a 25% improvement in project delivery cadence and cross-team visibility.
- Redesigned the Training Team's web presence through custom theme development and brand refresh, boosting site traffic by 25% and lowering bounce rate by 15% through improved UX and content clarity.
- Mentored a junior engineer in full-stack WordPress development, server configuration, and deployment best practices, resulting in a 30% increase in their code quality and independent task completion.
- Architected and launched a subscription-based "training-as-a-service" WordPress platform using WooCommerce and custom payment flows, directly contributing to a 2x increase in departmental revenue.

2/2019 - 11/2019
The Mx Group — Burr Ridge, IL
Systems Support Technician
- Conducted market research and cost-benefit analyses to guide IT procurement decisions, achieving 15% cost savings and enhancing inventory accuracy through streamlined asset tracking.
- Automated routine IT workflows using Bash, PowerShell, and Python scripts, including user provisioning and software deployment tasks — increasing departmental efficiency by 25% and reclaiming 12 hours of labor per week.
- Designed and launched a gamified cybersecurity training program using interactive quizzes and learning modules, increasing employee participation by 50% and reducing policy violations by 20% in under 6 months.
- Created and maintained documentation for 20+ internal IT procedures using Markdown and Confluence, cutting new employee onboarding time by 50% and improving first-call resolution rates by 40%.

Judson University — Elgin, IL   6/2017 - 2/2019
Help Desk Support Specialist
- Provided tier 1 and tier 2 technical support for over 200 faculty, staff, and students, reducing average ticket resolution time by 40% through efficient diagnostics and user education.
- Facilitated group and one-on-one training sessions focused on software tools, device management, and IT best practices, leading to a 40% increase in user adoption and a 20% drop in support ticket volume.
- Built and managed multiple university-affiliated websites using HTML, CSS, JavaScript, and WordPress, implementing UX enhancements that drove a 30% rise in online sales and boosted return visitor rate by 15%.
- Repaired, upgraded, and maintained Mac and Windows systems campus-wide, deploying OS updates and hardware fixes that increased machine speed and reliability by 15%.

Education
Master of Science, in Education, Literacy Education — 2016 || Judson University – Elgin, IL
Bachelor of Science, in Education, in Elementary Education — 2013 || Northern Illinois University – DeKalb, IL