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# Joshua Hackett

User-centred designer and developer

## Profile

I'm a web developer and public sector digital specialist, experienced in agile delivery and modern web technologies, with a background in journalism.

## Education

### University of Sheffield

PG Dip. Broadcast Journalism

I learned the challenges and opportunities of modern journalism from a range of industry specialists, and put my skills and ethical understanding into practice via highly practical "newsdays".

2015-2016

### University of Sheffield

B.Sc Biology

Graduating with a 2:1 degree, I learned advanced data analysis and science communication skills.

2012-2015

## Volunteering

### Codefirst:Girls & Codebar

I'm a coach and instructor at several social enterprises teaching underrepresented people how to code and enter tech jobs.

### Yellow Team

Offered development and user-centred design skills to an initiative connecting digital specialists with charities.

### Forge Media

I held multiple leadership roles at the University of Sheffield's student media group.

## Selected experience

### Samaritans Product manager

I'm responsible for building new digital services to improve the way Samaritans recruits, trains and manages volunteers. I'm also creating a strategy for in-house user research, which is new to the organisation.

2018-present

### Small Wins Founder & developer

I design and build bespoke digital apps and websites for clients, often social enterprises and charities. I also offer content design and branding services.

2017-present

### DWP Delivery manager & user researcher

I steered a digital service team through a discovery phase, managing stakeholders, facilitating workshops, guarding the team's time and conducting pop-up user research.

2018

### HMRC Product owner

I prepared HMRC's digital infrastructure for its largest annual traffic spike—the self-assessment deadline. I also conducted user research and trained a cohort of apprentices to become cloud engineers.

2017

### Westminster Students' Union Student media coordinator

I trained, mentored and gave strategic oversight to members of one of the UK's most awarded student media collectives.

2016-2017

## Skills

### Javascript

I've worked extensively with React, Node.js, Express, Gulp and similar frameworks and tools.

### User-centred design

Public sector digital services need to be accessible by everyone. I can lead user research, identify needs and carry these forward into a project.

### Agile delivery

I've trained with and worked alongside experienced agile practitioners, and have led large and small agile teams.