Mikkel Thorsen Junior Developer Advocate

Aarhus, Denmark · mikkel.thorsen@gmail.com · +45 86 55 0131 · linkedin.com/in/mikkelthorsen

PROFILE SUMMARY

- **Junior Developer Advocate** with **2 years** in developer relations at a **communications API** company, after 2 years in support engineering, covering the **SMS, Conversation and Verification APIs**.
- Writes demo code in **JavaScript**, **TypeScript** and **Python**, publishes in **Markdown** on **dev.to**, records with **OBS Studio** and answers questions on **Discord** and **Stack Overflow**.
- Strongest in **beginner tutorials**, **meetup workshops** and **community support**, after answering the same integration questions in support tickets for 2 years before writing about them.
- Works with **Product**, **Docs** and **Developer Marketing**, bringing community themes to a monthly feedback review and writing the developer posts for new API features at launch.
- Co-organizes a **JavaScript meetup** in Aarhus and wrote the team's **Discord moderation guide**, now used by 4 volunteer moderators.

TECHNICAL SKILLS

Programming Languages & APIs:	JavaScript, TypeScript, Python, Node.js, REST APIs, Webhooks
Writing & Publishing Tools:	Markdown, dev.to, Hashnode, SEO for developer content
Video & Streaming Tools:	OBS Studio, Loom, YouTube, Descript
Presentation & Demo Tools:	Google Slides, VS Code, Postman, Excalidraw
Community Platforms:	Discord, Stack Overflow, GitHub Discussions, Meetup
Analytics & Attribution:	Google Analytics 4, UTM tracking, HubSpot
Feedback & Planning Tools:	Jira, Notion, GitHub Issues

EDUCATION

Aarhus University — **B.Sc. in Computer Science** — Aarhus, Denmark · Sep 2019 to Jun 2022

Google for Developers — **Technical Writing One and Two (courses)** — Online · Mar 2025

WORK EXPERIENCE

Sinch — Junior Developer Advocate — Aarhus, Denmark (remote) · Oct 2024 to Present

- Wrote **26** tutorials on the **SMS**, **Conversation** and **Verification** APIs in **Node.js** and **Python**, cross-posted to **dev.to**, which drew **41,000** reads in their first year.
- Answered developer questions on **Discord** and the **Stack Overflow** tag on a 2-person rota, cutting median time to a first answer from 9 hours to **50 minutes**.
- Gave **14** meetup talks and hackathon workshops in Denmark and Sweden on two-factor verification, with a 45-minute lab that about **900** developers worked through.
- Ran the monthly feedback review with Product, turning **Discord** and support threads into **31** logged issues in **Jira**, and 9 of them shipped as fixes or docs changes.
- Recorded **12** short **YouTube** walkthroughs in **OBS Studio** with UTM-tagged links, and showed they brought in **1,700** new sandbox accounts in 6 months.

Templafy — Support Engineer — Copenhagen, Denmark · Aug 2022 to Sep 2024

- Handled **900+** technical tickets a year on API integrations, single sign-on and add-in rollouts for enterprise customers.
- Wrote **35** help center articles from the most repeated tickets, and tickets on those topics fell by about a third within 2 quarters.
- Presented the top support themes to Product every quarter with ticket counts attached, which led to **6** clearer error messages in the admin console.