

Director at Large: Jaclyn Rodrigues, MPA'16

Biography:

Jaclyn Rodrigues graduated from Western University's Masters of Public Administration in Local Government Program in 2016 and has dedicated her career to local administration. Jaclyn has held various positions in Legislated Services/Office of the City Clerk, including Elections Intern at the City of London, Acting Deputy Clerk at the Township of Guelph/Eramosa, and Committee Administrator at the City of Kitchener. Jaclyn's career recently shifted to the City of Kitchener's newly created Corporate Customer Service team that works with citizens and service owners across the organization to reduce red tape and make access to City services, information and resources easier across all service channels – online or in-person.

Jaclyn is currently working as a Customer Experience Associate where she can focus on her passion of creating a positive customer experience inside and outside the organization and improving City services based on the voice of the customer.

