

Jay Chen

412-716-7452 | jundachen10@gmail.com | [linkedin.com/in/jundachen](https://www.linkedin.com/in/jundachen) | github.com/jundachen10

Experience

.NET Software Engineer: Contract

2023 – Present

Looking For Group, LLC

Pittsburgh, PA

- Leading weekly stand ups and project roadmaps
- Building a .NET WPF app that distributes login credentials using SignalR

Fullstack Software Engineer: Co-Founder

2023 – Present

Startup Venture

Pittsburgh, PA

- Building a custom Cobra CLI app using Go
- Scheduling suite testing to our discord channel
- Containerizing virtual proxies using Docker

Senior Customer Success Manager

2019 – 2022

Gridwise Mobile App

Pittsburgh, PA

- Hybrid role of marketing and success responsibilities.
- On the team that raised a \$3.3M seed-extension and eventual \$12.7M series A.
- Increased members by 300% in Facebook community using A/B tests to optimize post performance.
- Reduced B2B client churn by 20% partnered with Director of Sales in improving click-through rates using Mixpanel and Everflow attribution.
- Improved marketing ROI by 200% partnered with the VP of Marketing to identify top creatives using statistical methods like T-tests.
- Expanded coverage on a key product by 700% by building a team of QA contractors. This feature was a major part of the app, accounting for one of four available features at the time.
- Planned content management calendars for the company YouTube channel that resulted in a 2 season podcast and over 60 videos.
- Increased customer support efficiency by 90% by automating repeat workflows using Zendesk triggers and Zapier integration.
- Led a customer support department that scaled with 5x user growth. Developed key performance indicators and established robust systems, rituals, and processes.
- Built Zendesk systems that resolved 600 monthly tickets with 98% satisfaction.
- Collaborated across functions within an Agile framework through multiple development cycles.

Business Operations Intern

2016

Texas Children's Hospital

Houston, TX

- Generated data dashboards and SWOT analyses.
- Participated in executive strategic leadership meetings.

Graduate Student

2015 – 2017

University of Pittsburgh

Pittsburgh, PA

- Completed 48 credits of graduate coursework in public health.

Research Technician

2010 – 2015

University of Pittsburgh

Pittsburgh, PA

- Made liver cell transplant under GMP processes
- Rose through the ranks from technician to lab manager
- Earned 3 Publications one in the IEEE Trans Biomed Engineering

Projects

Portfolio | *Next.js, React, JavaScript, Vercel, HTML, CSS, Git*

- Dark mode
- Real time GitHub stats

This Resume | *Github Actions*

- This resume is written in LaTeX code [click the link to see it in action](#)
- Built a custom Github automation that deploys a pdf file on push

Buzzfeed | *C#, SQL, SQLite, DBever*

- BuzzFeed like game, uses SQL to fetch quizzes from a remote database

Skills

Languages: JavaScript, C#, SQL, HTML, CSS
Frameworks: React, Next.js, jQuery, Git, Agile
Developer Tools: Docker, VS Code, Visual Studio
Analytics: Mixpanel, Segment, Google, Youtube
Design: Figma, Final Cut Pro, Davinci Resolve
Platforms: Jira, Asana, Notion, Zapier, GSuite, Slack, Airtable, Slite, Zendesk Explore

edu

The Pennsylvania State University	University Park, PA
<i>Bachelor of Science in Biology</i>	2006 - 2010
University of Pittsburgh	Pittsburgh, PA
<i>Completed Masters Coursework in Public Health Genetics</i>	2015 - 2017
Academy Pittsburgh	Pittsburgh, PA
<i>Diploma in Software Development</i>	2023