Junda Jay Chen

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Accomplished professional at an early stage startup that successfully raised a $13 million series-A. Total of 9 years of experience, including 3 years in the tech industry. Graduated from an intense 12-week software development bootcamp, totaling 40 hours per week. An efficient and motivated work ethic, with the drive to continuously learn, and grow as a teammate.

Experience

Software Engineer: Contract
2023

Looking For Group, LLC — *Pittsburgh, PA*

- Leading weekly stand-up meetings and managing projects using Kanban boards.
- Developing a .NET app that distributes login credentials using SignalR and WPF.

Entrepreneur
2022 – 2023

Owner Co Founder — *Pittsburgh, PA*

- Graduated from a 12 week full-stack developer bootcamp at 40+ hours per week.
- Founded a film and marketing company that earned $50,000 annual run rate.
- Co Founded a venture with another experienced engineer and scraped 300,000 JSON data points stored in a Mongo database.

Lead Customer Success Manager and Growth Marketer
2019 – 2022

Gridwise Mobile App — *Pittsburgh, PA*

- Hybrid role at an early stage startup.
- Influenced securing a $3.3M and $12.7M series A funding as an early hire.
- Pioneered a customer support function that scaled with 5x user growth. Developed key performance indicators and established robust systems, rituals, and processes.
- Facilitated monthly strategic meetings as a growth marketer with the CEO and VP of Growth.
- Collaborated across functions to drive user growth from 25,000 to 300,000 at a high-growth mobile app startup.
- Expanded coverage on a main product by 700% by building a team of 10 QA contractors to support it.
- Launched a knowledge base by curating support articles, resulting in a monthly viewership of 3,000.
- Increased customer support productivity by 90% by automating repeat tasks using Zendesk triggers and Zapier integrations.
- Introduced Zendesk systems that resolved 600 monthly tickets with a 98% satisfaction rate.
- Launched the company YouTube channel from zero to 2,700 subs within a single year.
- Tripled Facebook groups membership through use of A/B tests optimizing post performance and engagement.
- Improved marketing ROI by 200% partnered with the VP of Marketing to identify top creatives using statistical methods like T-tests.
- Reduced B2B client churn by 20% partnered with Director of Sales in improving click-through rates using Mixpanel and Everflow attribution.
- Developed content management calendars that resulted in a 2 season podcast and over 60 videos.
- Led on-site user interviews which resulted in 3 testimonial videos.
- Completed projects within an Agile framework across 30+ development sprints.

Research Technician
2010 – 2018

University of Pittsburgh — *Pittsburgh, PA*

- Co-authored 3 papers in the Journal of Neuroscience and IEEE.
- Mentored 3 undergraduate students over 6 months on research methods.
- Achieved liver cell transplant under GMP process at the Children's Hospital of Pittsburgh.
- Budgeted for daily laboratory expenditures and negotiated with vendors to maximize budget.

Projects

Portfolio | *Next.js, React, JavaScript, Vercel, HTML, CSS, Git*
- Built with Next.js, deployed to Vercel, has dark mode, and fetches real-time GitHub stats.

This Resume | *Github Actions*
- Wrote this resume in LaTex and deployed to GitHub.
- Built a custom GitHub Actions Yaml automation that deploys a PDF on push.

Buzzfeed | *C#, SQL, SQLite, DBeaver*
- Developed a C# and SQL program allowing users to create, save, and take quizzes stored in an MS SQL Server database.

iMessage Chat | *HTML, CSS, SVG, Design*
- Designed a copy of Apple's chat app to practice HTML/CSS design.
- Embedded XML content within an SVG which allows it to display non-SVG content within its viewport.

Game Launcher | *.NET Framework, SignalR, WPF, XAML*
- Video game launcher for a video game arcade. Currently building in the .NET environment using WPF, and SignalR.
- Communicates in real time between desktop and web clients with SignalR Hub.

Startup Venture | *Go, Docker, Virtual Proxies*
- Startup venture with an experienced engineer. Currently learning about our tech stack: Go, Redis, Docker, Vultr, Terraform, mongoDB, and GraphQL.
- Docker composed virtual proxy services hosted on Vultr Terraform.
- Built a custom Cobra command CLI app using Go.

Technical Skills

Dev Tools: Docker, VS Code, Visual Studio
Languages: JavaScript, C#, SQL, HTML, CSS
Frameworks: React, Next.js, jQuery, Git, Agile
Product: Jira, Asana, Notion, Zapier, GSuite, Airtable, Slite
Design: Figma, Final Cut Pro, Davinci Resolve
Analytics: Mixpanel, Segment, Google, Youtube
Martech: HubSpot, Salesforce, SendGrid, Mailchimp, Ahrefs
Customer: Zendesk, Zendesk Explore, Confluence, Salesforce

Soft Skills

Earned $21,000 in revenue and 100,000 subscribers on YouTube.
Founded a film company in Pittsburgh.
Ranked top 8% League of Legends.
Classically trained pianist.

Education

The Pennsylvania State University   University Park, PA
Bachelor of Science in Biology
Academy Pittsburgh   Pittsburgh, PA
Diploma in Software Development