Jay Chen

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Experience

Software Engineer: Contract   September 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

Software Engineer: Co-Founder   March 2023 – Present
Startup Venture   *Pittsburgh, PA*
- Building a custom Cobra CLI app using Go
- Scheduling suite testing to our discord channel
- Containerizing services like virtual proxies using Docker

Customer Success Manager   March 2019 – November 2021
Gridwise Mobile App   *Pittsburgh, PA*
- On the team that contributed to a $13 million Series-A
- Experience in a high growth B2C startup that scaled from 7 cities to nationwide
- Hybrid role of marketing, sales, and success
- Ran on Agile through multiple development cycles
- Delivered 6 marketing films and a 48-episode podcast in budget
- Built Zendesk systems that resolved 600 monthly tickets with 98% satisfaction
- Recruited, trained, and managed the first customer support department

Research Technician   June 2010 – January 2018
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*   September 2023 – Present
- Dark mode
- Real time GitHub stats

This Resume | *Github Actions*   June 2023 – Present
- 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, DBeaver*   June 2023 – Present
- 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

Education

The Pennsylvania State University   University Park, PA
Bachelor of Science in Biology   *May 2006 – June 2010*

Academy Pittsburgh   Pittsburgh, PA
Diploma in Software Development   *April 2023 – June 2023*