Jay Chen

412-716-7452 | linkedin.com/in/jundachen | github.com/jundachen10 | U.S. Citizen

rmer Uber driver, I scaled Gridwise.io's product for 1M Gig-workers, gaining insights related to Instacart's
r community. Now in a rotational program at Highmark Health enGen, I lead AI initiatives impacting
employees. With software bootcamp training, I'm excited to bring my user empathy and technical
se to Instacart's APM program to help make grocery access more equitable for all.

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siness Analyst — March 2024 - Present
mark Health enGen — *Pittsburgh, PA*

- Translated complex business requirements into actionable user stories across 15 scrum teams.
- Enhanced our flagship product's user experience that direclty improved our 7 million members health outcomes; **93% membership retention**.
- Chosen as 1 of 9 for a rotation program; gained practical experience across a $22B revenue area.
- Spearheaded 200+ person monthly AI adoption talks; engaged with and influenced diverse stakeholders such as Project Managers,Developers, and leadership across the parent and subsidiary companies.

essional Development — June 2023 – March 2024
oper Bootcamp — *Pittsburgh, PA*

- Completed 2 bootcamps in software development and business analysis.
- Mentored emerging business analyst trainees in collaboration with Apprenti and the Deparment of Labor; 100% offered employment.

ube — Nov 2021 – June 2023
or — *Pittsburgh, PA*

- Grew channel to 100,000 subsribers in 4 years.
- Followed the audience using impressions, click through, and google trends; **drove 22 million views in 2022**.

omer Success Manager — Mar 2019 – Nov 2021
ise Mobile App — *Pittsburgh, PA*

- Scaled from 15K to over **1 million users** using product and user retention strategies
- Contributed to a **$15.7M Series A funding** from investors including Louis Van Ahn and Severin Hacker, co-founders of Duolingo.
- Partnered with sales and launched the first advertiser platform managing performance reviews; **grew ad revenue 10x from $10,000 to $100,000 monthly**.
- Spearheaded the first Zendesk user support team, slashing response time 40% with 98% CSAT score.
- Conducted user interviews; produced 3 testimonial videos.
- Doubled marketing ROI; used A/B tests and Mixpanel analytics.
- Expanded product coverage 700%; led 10 QA contractor team.

Driver — Sept. 2016 – Oct. 2018
orker — *Pittsburgh, PA*

- Drove for Uber gaining direct gig economy experience; **earned 1,100 5 star trips.**
- Developed strategies for efficient time management and earnings optimization; **skills transferable to addressing Instacart shoppers' needs**.

arch Technician — June 2010 – Sept. 2016
rsity of Pittsburgh — *Pittsburgh, PA*

- **Co authored on 3 PubMed papers** by data driven medical research and the scientific method.
- Selected as team of 3 specialists to procure liver cells for experimental transplant therapy in children with rare liver metabolic disorders.

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Pennsylvania State University — University Park, PA
lor of Science in Biology

emy Pittsburgh — Pittsburgh, PA
ma in Software Development

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olio | *Next.js, React, JavaScript, Vercel, HTML, CSS, Git*
l learned a bit about everything from deployment, react containers, and making things modular.

Resume | *Github Actions, LaTex*
Wrote this resume in LaTex and deployed to my GitHub.
Built a custom Yaml automation file that makes a PDF resume.

age Chat | *HTML, CSS, SVG, Design*
Practice HTML/CSS design.
Embedded XML content within an SVG which allows it to display non-SVG content within its viewport.

dvantage play calculator for online baccarat | *Python*
Built a Python calculator that counts cards to gain an advantage over the house.
Self tested with $1,000 of my own funds.

cal Skills

Visual Studio, Git, Agile, Mixpanel, Jira, Asana, Notion, Zapier, Airtable, Loop, Figma, Final Cut Pro, Zendesk
uages: Python, C#, SQL, HTML/CSS

kills

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d $21,000 in revenue and 100,000 subscribers on YouTube.
ded a wedding film company in Pittsburgh.
ed in the 92nd percentile of League of Legends players.
cally trained pianist favorite composers: Chopin, Liszt, Debussy.