

Junda Jay Chen

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Experience

Software Engineer: Contract

2023

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

2023

Startup Venture

Pittsburgh, PA

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

Lead Customer Success Manager and Growth Marketer

2019 – 2022

Gridwise Mobile App

Pittsburgh, PA

- Hybrid role of marketing and success responsibilities.
- Contributed to 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 key product by 700% by building a team of 10 QA contractors. This feature was a major part of the app, accounting for one of four available features at the time.
- Launched a knowledge base by curating support articles, resulting in a monthly viewership of 3,000.
- Improved customer support efficiency by 90% by automating repeat workflows using Zendesk triggers and Zapier integrations.
- Innovated efficient 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.

Business Operations Intern

2016

Texas Children's Hospital

Houston, TX

- Generated weekly data dashboards and SWOT analyses.
- Facilitated 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

- Budgeted for daily laboratory expenditures and negotiated with vendors to maximize budget.
- Coached 3 undergraduate students over 3 months on research techniques.
- Trained in liver cell isolation for transplant under GMP process at the Children's Hospital Center for Rare Disease Therapy.
- Researched demyelinating disorders that led to authorship in The Journal of Neuroscience.
- Earned 3 Publications in the IEEE Trans Biomed Engineering.

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 a custom GitHub Actions automation that seamlessly deploys a PDF when changes are pushed to the repo.

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

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

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

Bachelor of Science in Biology

University Park, PA

2010

University of Pittsburgh

Completed Masters Coursework in Public Health Genetics

Pittsburgh, PA

2017

Academy Pittsburgh

Diploma in Software Development

Pittsburgh, PA

2023

Publications
