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.
- Curated support articles in the knowledge base driving 3,000 monthly views.
- Contributed to securing a $3.3M and $12.7M series A funding as a core team member.
- Built Zendesk systems that resolved 600 monthly tickets with 98% satisfaction.
- Executed projects within an Agile framework across multiple development cycles.
- Established Gridwise's first Youtube channel and grew from 0 to 2,700 subs in 1 year.
- Increased members by 300% in Facebook community using A/B tests to optimize post performance.
- Collaborated across functions to drive user growth from 25,000 to 300,000 at a high-growth mobile app startup.
- Participated in regular strategic marketing meetings as a growth marketer with the CEO and VP of Growth.
- Led on-site user interviews which resulted in 3 testimonial videos.
- 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 integrations.
- Led a customer support department that scaled with 5x user growth. Developed key performance indicators and established robust systems, rituals, and processes.
- 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.
- 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.

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
- Managed inventory and budgeting.
- Mentored 3 undergraduate and medical students in biomolecular 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, DBeaver*
- 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	University Park, PA
Bachelor of Science in Biology	
University of Pittsburgh	Pittsburgh, PA
Completed Masters Coursework in Public Health Genetics	
Academy Pittsburgh	Pittsburgh, PA
Diploma in Software Development	

Publications