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.
- Increased customer support productivity by 90% by automating repeat tasks using Zendesk triggers and Zapier integrations.
- Built 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, 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	*2010*
University of Pittsburgh	Pittsburgh, PA
Completed Masters Coursework in Public Health Genetics	*2017*
Academy Pittsburgh	Pittsburgh, PA
Diploma in Software Development	*2023*

Publications