

# Jay Chen

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## Experience

<b>.NET Software Engineer: Contract</b> <i>Looking For Group, LLC</i> <ul style="list-style-type: none"><li>Leading weekly stand ups and project roadmaps</li><li>Building a .NET WPF app that distributes login credentials using SignalR</li></ul>	2023 – Present Pittsburgh, PA
<b>Fullstack Software Engineer: Co-Founder</b> <i>Startup Venture</i> <ul style="list-style-type: none"><li>Building a custom Cobra CLI app using Go</li><li>Scheduling suite testing to our discord channel</li><li>Containerizing virtual proxies using Docker</li></ul>	2023 – Present Pittsburgh, PA
<b>Senior Customer Success Manager</b> <i>Gridwise Mobile App</i> <ul style="list-style-type: none"><li>On the team that contributed to a \$13 million Series-A</li><li>Experience in a high growth B2C startup that scaled from 7 cities to nationwide</li><li>Hybrid role of marketing, sales, and success</li><li>Worked in Agile through multiple development cycles</li><li>Delivered 6 marketing films and a 48-episode podcast in budget</li><li>Recruited, trained, and managed the first customer support department</li><li>Built Zendesk systems that resolved 600 monthly tickets with 98% satisfaction</li></ul>	2019 – 2022 Pittsburgh, PA
<b>Research Technician</b> <i>University of Pittsburgh</i> <ul style="list-style-type: none"><li>Made liver cell transplant under GMP processes</li><li>Rose through the ranks from technician to lab manager</li><li>Earned 3 Publications one in the IEEE Trans Biomed Engineering</li></ul>	2010 – 2018 Pittsburgh, PA

## Projects

<b>Portfolio</b>   <i>Next.js, React, JavaScript, Vercel, HTML, CSS, Git</i> <ul style="list-style-type: none"><li>Dark mode</li><li>Real time GitHub stats</li></ul>
<b>This Resume</b>   <i>Github Actions</i> <ul style="list-style-type: none"><li>This resume is written in LaTeX code <a href="#">click the link to see it in action</a></li><li>Built a custom Github automation that deploys a pdf file on push</li></ul>
<b>Buzzfeed</b>   <i>C#, SQL, SQLite, DBever</i> <ul style="list-style-type: none"><li>Buzzfeed like game, uses SQL to fetch quizzes from a remote database</li></ul>

## 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

## edu

<b>The Pennsylvania State University</b> <i>Bachelor of Science in Biology</i>	University Park, PA 2006 – 2010
<b>University of Pittsburgh</b> <i>Completed Masters Coursework in Public Health Genetics</i>	Pittsburgh, PA 2015 – 2017
<b>Academy Pittsburgh</b> <i>Diploma in Software Development</i>	Pittsburgh, PA 2023