

Jay Chen

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As a former Uber driver, I scaled Gridwise.io's product for 1M Gig-workers, gaining insights related to Instacart's shopper community. Now in a rotational program at Highmark Health enGen, I lead AI initiatives impacting 10,000 employees. With software bootcamp training, I'm excited to bring my user empathy and technical expertise to Instacart's APM program to help make grocery access more equitable for all.

Experience

IT Business Analyst

March 2024 - Present

Highmark Health enGen

Pittsburgh, PA

- Translated complex business requirements into actionable user stories across 15 scrum teams.
- Enhanced our flagship product's user experience that directly 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.

Professional Development

June 2023 - March 2024

Academy Pittsburgh LLC

Pittsburgh, PA

- Completed 2 technical bootcamps in software development and business analysis to prepare for a career in product.
- Performed business analyst training in collaboration with Apprenti and the Department of Labor for emerging professionals; **100% received employment offer**.

YouTube

Nov 2021 - June 2023

Creator

Pittsburgh, PA

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

Customer Success Manager

Mar 2019 - Nov 2021

Gridwise Mobile App

Pittsburgh, PA

- Scaled user base from 15K to 1M+ MAU through product enhancements and user retention strategies; contributed to securing **\$15.7M in Series A funding** from investors including Louis Van Ahn and Severin Hacker, co-founders of Duolingo.
- Partnered with sales team to launch Gridwise's first advertiser platform through performance reviews, landing pages, and creatives; **grew ad revenue 10x from \$10,000 to \$100,000 monthly**.
- Implemented Zendesk, slashing response time 40% to 98% CSAT.
- Conducted user interviews; produced 3 testimonial videos.
- Tripled marketing ROI; used A/B tests and Mixpanel analytics.
- Expanded product coverage 700%; led 10 QA contractor team.
- Grew company YouTube to 3K subscribers; produced and starred in 60+ podcasts and videos to engage users.

Uber Driver

Sept. 2016 - Oct. 2018

Gig Worker

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**.

Research Technician

June 2010 - Sept. 2016

University 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.

Education

The Pennsylvania State University

Bachelor of Science in Biology

Academy Pittsburgh

Diploma in Software Development

University Park, PA

Pittsburgh, PA

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, LaTeX*

- Wrote this resume in LaTeX and deployed to GitHub.
- Built a custom GitHub Actions Yaml automation that deploys a PDF on push.

iMessage Chat | *HTML, CSS, SVG, Design*

- Designed a copy of Apple's chat app to practice HTML/CSS design.
- Embedded XML content within an SVG which allows it to display non-SVG content within its viewport.

+EV advantage play calculator for online baccarat | *Python*

- Built a Python command line app that tells you when to play the dragon bonus side bet in online baccarat.
- Self tested with own \$1,000 and profiting \$200.

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.