

Jay Chen

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Experience

Software Engineer

Looking For Group, LLC

- Contracting for a local esports and gaming center
- Leading weekly stand ups and project roadmaps
- Building a .NET WPF app that distributes login credentials using SignalR

September 2023 – Present

Pittsburgh, PA

Co-Founder

Startup Venture

- Building a custom CLI application using Cobra
- Containerizing services like virtual proxies using Docker

March 2023 – Present

Pittsburgh, PA

Travel Sabbatical

Career Break

- Took a voluntary pause to travel 5 states
- Completed a 12 week software developer bootcamp
- Learned filmmaking and booked several wedding films

November 2021 – June 2023

Pittsburgh, PA

Customer Success Manager

Gridwise, Mobile App

- Hired and trained the first customer support team
- Reported KPIs to CEO and operated under OKR framework
- Experienced with Agile through multiple development cycles
- Part of the team that contributed to a \$13 million Series A
- Built Zendesk systems that resolved 600 monthly tickets with 98% satisfaction

March 2019 – November 2021

Pittsburgh, PA

Research Technician

University of Pittsburgh

- Made liver cell transplant under GMP processes
- Rose through the ranks from technician to lab manager
- Earned 3 Publications one in the IEEE Trans Biomed Engineering

June 2010 – January 2018

Pittsburgh, PA

Projects

Portfolio | *Next.js, React, JavaScript, Vercel, HTML, CSS, Git*

- Dark mode
- Real time GitHub stats

September 2023 – Present

This Resume! | *Github Actions, LaTeX*

- This resume is written in LaTeX code [click the link to see it in action](#)
- Built a custom Github automation that deploys a pdf file on push

June 2023 – Present

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

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

June 2023 – Present

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

Education

The Pennsylvania State University

Bachelor of Science in Biology

University Park, PA

May 2006 – June 2010

Academy Pittsburgh

Diploma in Software Development

Pittsburgh, PA

April 2023 – June 2023