

Jay Chen

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Scaled a startup product to 3 million gig workers, many of whom were Instacart shoppers. As an Uber driver, I saw firsthand how the gig economy supports vulnerable communities by offering both income and access. With self-driven technical bootcamp training, my unique experiences as a user and technologist, I'm eager to join Instacart's APM program, changing the way we access food and goods.

Experience

IT Business Analyst

March 2024 - Present

Highmark Health enGen

Pittsburgh, PA

- Translated complex business requirements into 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 across 2 enterprises.

Professional Development

June 2023 – March 2024

Developer Bootcamp

Pittsburgh, PA

- Completed 2 bootcamps in software development and business analysis.
- Mentored emerging business analyst trainees in collaboration with Apprenti and the Department of Labor; 100% offered employment.

YouTube

Nov 2021 – June 2023

Creator

Pittsburgh, PA

- Grew channel to 100,000 subscribers.
- Followed the audience and measured 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 from 15K to over **3 million users** using product and user retention strategies
- Contributed to a **\$16M Series A funding** from investors including Louis Van Ahn and Severin Hacker, co-founders of Duolingo.
- Partnered with sales and launched the first advertiser platform managing performance reviews; **grew ad revenue 10x from \$10,000 to \$100,000 monthly**.
- Spearheaded the first Zendesk user support team, slashing response time 40% with 98% CSAT score.
- Conducted user interviews; produced 3 testimonial videos.
- Doubled marketing ROI; used A/B tests and Mixpanel analytics.
- Expanded product coverage 700%; led 10 QA contractor team.

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

University Park, PA

Bachelor of Science in Biology

Academy Pittsburgh

Pittsburgh, PA

Diploma in Software Development

Projects

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

- I learned a bit about everything from deployment, react containers, and making things modular.

This Resume | *Github Actions, LaTeX*

- Wrote this resume in LaTeX and deployed to my GitHub.
- Built a custom Yaml automation file that makes a PDF resume.

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

- 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 calculator that counts cards to gain an advantage over the house.
- Self tested with \$1,000 of my own funds.

Technical Skills

Tools: Visual Studio, Git, Agile, Mixpanel, Jira, Asana, Notion, Zapier, Loop, Figma, Final Cut Pro, Zendesk

Languages: Python, C#, SQL, HTML/CSS

Soft Skills

Earned \$21,000 in revenue and 100,000 subscribers on YouTube.

Founded a wedding film company in Pittsburgh.

Ranked in the 92nd percentile of League of Legends players.

Classically trained pianist favorite composers: Chopin, Liszt, Debussy.