

Junda Jay Chen

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Experience

Software Engineer: Contract

June 2023

Looking For Group, LLC

Pittsburgh, PA

- Led weekly stand-up meetings and managing projects using Kanban boards.
- Redesigned a .NET app that distributes login credentials using SignalR and WPF.

Software Engineer: Co-Founder

Mar 2023

Startup Venture

Pittsburgh, PA

- Scheduled suite testing to discord.
- Built a custom Cobra CLI app using Go.
- Containerized virtual proxies using Docker.

Lead Customer Success Manager and Growth Marketer

Mar 2019 – Nov 2021

Gridwise Mobile App

Pittsburgh, PA

- Hybrid role at an early stage startup.
- Influenced 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 main product by 700% by building a team of 10 QA contractors to support it.
- 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.
- Introduced 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

May 2016 – Aug 2016

Texas Children's Hospital

Houston, TX

- Generated weekly data dashboards and SWOT analyses.

Graduate Student

Aug 2015 – Apr 2017

University of Pittsburgh

Pittsburgh, PA

- Completed 48 credits of graduate coursework in public health.

Research Technician

June 2010 – Oct 2015

University of Pittsburgh

Pittsburgh, PA

- Co-authored 3 papers in the Journal of Neuroscience and IEEE.
- Mentored 3 undergraduate students over 6 months on research methods.
- Achieved liver cell transplant under GMP process at the Children's Hospital of Pittsburgh.
- Budgeted for daily laboratory expenditures and negotiated with vendors to maximize budget.

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, DBever*

- 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

Bachelor of Science in Biology

University Park, PA

2010

University of Pittsburgh

Completed Masters Coursework in Public Health Genetics

Pittsburgh, PA

2017

Academy Pittsburgh

Diploma in Software Development

Pittsburgh, PA

2023

Publications
