Jay Chen

Pittsburgh | linkedin.com/in/jundachen | github.com/jundachen10

Ex-Uber driver with firsthand gig economy experience, now a rising tech professional passionate about building solutions for customers, gig workers, retailers, and advertisers. Scaled a product to 1M users at Gridwise.io, led AI adoption for 10K employees at Highmark Health enGen, and completed 2 software bootcamps. Eager to bring my customer empathy, unique experiences, and growth mindset to Instacart's APM program to help transform the grocery industry and make food more accessible 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 direclty improved our 7 million members health outcomes; textbf93% membership retention.
- Chosen as 1 of 9 for a rotation program; gained practical experience across a $22B revenue area.
- Led AI adoption talks for 200+ across 10,000 employee enterprise.

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; textbf100% recieved employment offer.

YouTube   Nov 2021 – June 2023
Creator   *Pittsburgh, PA*
- Grew channel to 100,000 subsribers 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 creative strategy; 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.
- Implemented Zendesk, slashing response time 40% to 98% CSAT.
- 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; textbfearned 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 3 PubMed papers by data driven medical research.
- 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*
- 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.