# Jay Chen

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## Experience

**Software Engineer**                                                September 2023 – Present
*Looking For Group, LLC*                                                          *Pittsburgh, PA*
- 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

**Co-Founder**                                                          March 2023 – Present
*Startup Venture*                                                                 *Pittsburgh, PA*
- Building a custom CLI application using Cobra
- Containerizing services like virtual proxies using Docker

**Travel Sabbatical**                                          November 2021 – June 2023
*Career Break*                                                                    *Pittsburgh, PA*
- Took a voluntary pause to travel 5 states
- Completed a 12 week software developer bootcamp
- Learned filmmaking and booked several wedding films

**Customer Success Manager**                                 March 2019 – November 2021
*Gridwise, Mobile App*                                                            *Pittsburgh, PA*
- 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

**Research Technician**                                          June 2010 – January 2018
*University of Pittsburgh*                                                         *Pittsburgh, PA*
- 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

## Projects

**Portfolio** | *Next.js, React, JavaScript, Vercel, HTML, CSS, Git*          September 2023 – Present
- Dark mode
- Real time GitHub stats

**This Resume!** | *Github Actions, LaTeX*                                    June 2023 – Present
- This resume is written in LaTeX code (click the link above to see it in action)
- Built a custom Github action that auto builds a pdf file on commits

**Buzzfeed** | *C#, SQL, SQLite, DBeaver*                                     June 2023 – Present
- game that quizzes users from a remote database
- Server authentication is hidden using an external JSON config file

## 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** University Park, PA
*Bachelor of Science in Biology* *May 2006 – June 2010*

**Academy Pittsburgh** Pittsburgh, PA
*Diploma in Software Development* *April 2023 – June 2023*