

Jay Chen

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Experience

.NET Software Engineer: Contract

2023 – Present

Looking For Group, LLC

Pittsburgh, PA

- Leading weekly stand ups and project roadmaps
- Building a .NET WPF app that distributes login credentials using SignalR

Fullstack Software Engineer: Co-Founder

2023 – Present

Startup Venture

Pittsburgh, PA

- Building a custom Cobra CLI app using Go
- Scheduling suite testing to our discord channel
- Containerizing virtual proxies using Docker

Senior Customer Success Manager

2019 – 2022

Gridwise Mobile App

Pittsburgh, PA

- On the team that contributed to a \$13 million Series-A
- Experience in a high growth B2C startup that scaled from 7 cities to nationwide
- Hybrid role of marketing, sales, and success
- Worked in Agile through multiple development cycles
- Delivered 6 marketing films and a 48-episode podcast in budget
- Recruited, trained, and managed the first customer support department
- Built Zendesk systems that resolved 600 monthly tickets with 98% satisfaction

Research Technician

2010 – 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*

- Dark mode
- Real time GitHub stats

This Resume | *Github Actions*

- 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

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

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

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