

# Jay Chen

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## Experience

### Software Developer

*Looking For Group, LLC*

September 2023 – Present

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

*Startup Venture*

March 2023 – Present

Pittsburgh, PA

- Building a custom CLI application using Cobra
- Containerizing services like virtual proxies using Docker

### Travel Sabbatical

*Career Break*

November 2021 – June 2023

Pittsburgh, PA

- Took a voluntary pause to travel 5 states
- Completed a 12 week software developer bootcamp
- Learned filmmaking and made several wedding films

### Customer Success Manager

*Gridwise Mobile AppPittsburgh, PA*

March 2019 – November 2021

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

*University of Pittsburgh*

June 2010 – January 2018

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*

June 2023 – Present

- 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, DBever*

June 2023 – Present

- 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