

# Junda Jay Chen

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## Experience

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### Software Engineer: Contract

2023

*Looking For Group, LLC*

Pittsburgh, PA

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

### Software Engineer: Co-Founder

2023

*Startup Venture*

Pittsburgh, PA

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

### Lead Customer Success Manager and Growth Marketer

2019 – 2022

*Gridwise Mobile App*

Pittsburgh, PA

- Hybrid role of marketing and success responsibilities.
- On the team that raised a \$3.3M seed-extension and eventual \$12.7M series A.
- Increased members by 300% in Facebook community using A/B tests to optimize post performance.
- Reduced B2B client churn by 20% partnered with Director of Sales in improving click-through rates using Mixpanel and Everflow attribution.
- Improved marketing ROI by 200% partnered with the VP of Marketing to identify top creatives using statistical methods like T-tests.
- Expanded coverage on a key product by 700% by building a team of QA contractors. This feature was a major part of the app, accounting for one of four available features at the time.
- Planned content management calendars for the company YouTube channel that resulted in a 2 season podcast and over 60 videos.
- Increased customer support efficiency by 90% by automating repeat workflows using Zendesk triggers and Zapier integration.
- Led a customer support department that scaled with 5x user growth. Developed key performance indicators and established robust systems, rituals, and processes.
- Built Zendesk systems that resolved 600 monthly tickets with 98% satisfaction.
- Collaborated across functions within an Agile framework through multiple development cycles.

### Business Operations Intern

2016

*Texas Children's Hospital*

Houston, TX

- Generated data dashboards and SWOT analyses.
- Participated in executive strategic leadership meetings.

### Graduate Student

2015 – 2017

*University of Pittsburgh*

Pittsburgh, PA

- Completed 48 credits of graduate coursework in public health.

### Research Technician

2010 – 2015

*University of Pittsburgh*

Pittsburgh, PA

- Managed inventory and budgeting.
- Mentored 3 undergraduate and medical students in biomolecular techniques.
- Trained in liver cell isolation for transplant under GMP process at the Children's Hospital Center for Rare Disease Therapy.
- Researched demyelinating disorders that led to authorship in The Journal of Neuroscience.
- Earned 3 Publications in the IEEE Trans Biomed Engineering.

## Projects

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**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

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**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

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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

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**The Pennsylvania State University**

*Bachelor of Science in Biology*

University Park, PA

2006 - 2010

**University of Pittsburgh**

*Completed Masters Coursework in Public Health Genetics*

Pittsburgh, PA

2015 - 2017

**Academy Pittsburgh**

*Diploma in Software Development*

Pittsburgh, PA

2023

## Publications

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