

# Jay Chen

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Scaled Gridwise.io's product to 3 million gig workers, including Instacart shoppers, mirroring aspects of Instacart's multifaceted marketplace. As an Uber driver, I saw firsthand how the gig economy supports vulnerable communities—offering both income and essentials. With self-driven technical bootcamp training, I'm eager to bring my user empathy and technical expertise to Instacart's APM program, enhancing access to food and goods for all.

## Experience

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### IT Business Analyst

March 2024 - Present

*Highmark Health enGen*

*Pittsburgh, PA*

- Translated complex business requirements into user stories across 15 scrum teams.
- Enhanced our flagship product's user experience that directly improved our 7 million members health outcomes; **93% membership retention**.
- Chosen as 1 of 9 for a rotation program; gained practical experience across a \$22B revenue area.
- Spearheaded 200+ person monthly AI adoption talks; engaged with and influenced diverse stakeholders across 2 enterprises.

### Professional Development

June 2023 – March 2024

*Developer Bootcamp*

*Pittsburgh, PA*

- Completed 2 bootcamps in software development and business analysis.
- Mentored emerging business analyst trainees in collaboration with Apprenti and the Department of Labor; 100% offered employment.

### YouTube

Nov 2021 – June 2023

*Creator*

*Pittsburgh, PA*

- Grew channel to 100,000 subscribers.
- Followed the audience and measured 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 from 15K to over **3 million users** using product and user retention strategies
- Contributed to a **\$16M Series A funding** from investors including Louis Van Ahn and Severin Hacker, co-founders of Duolingo.
- Partnered with sales and launched the first advertiser platform managing performance reviews; **grew ad revenue 10x from \$10,000 to \$100,000 monthly**.
- Spearheaded the first Zendesk user support team, slashing response time 40% with 98% CSAT score.
- Conducted user interviews; produced 3 testimonial videos.
- Doubled marketing ROI; used A/B tests and Mixpanel analytics.
- Expanded product coverage 700%; led 10 QA contractor team.

### Uber Driver

Sept. 2016 – Oct. 2018

*Gig Worker*

*Pittsburgh, PA*

- Drove for Uber gaining direct gig economy experience; **earned 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 on 3 PubMed papers** by data driven medical research and the scientific method.
- Selected as team of 3 specialists to procure liver cells for experimental transplant therapy in children with rare liver metabolic disorders.

## Education

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### **The Pennsylvania State University**

*Bachelor of Science in Biology*

University Park, PA

### **Academy Pittsburgh**

*Diploma in Software Development*

Pittsburgh, PA

## Projects

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### **Portfolio** | *Next.js, React, JavaScript, Vercel, HTML, CSS, Git*

- I learned a bit about everything from deployment, react containers, and making things modular.

### **This Resume** | *Github Actions, LaTeX*

- Wrote this resume in LaTeX and deployed to my GitHub.
- Built a custom Yaml automation file that makes a PDF resume.

### **iMessage Chat** | *HTML, CSS, SVG, Design*

- 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 calculator that counts cards to gain an advantage over the house.
- Self tested with \$1,000 of my own funds.

## Technical Skills

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**Tools:** Visual Studio, Git, Agile, Mixpanel, Jira, Asana, Notion, Zapier, Loop, Figma, Final Cut Pro, Zendesk

**Languages:** Python, C#, SQL, HTML/CSS

## Soft Skills

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Earned \$21,000 in revenue and 100,000 subscribers on YouTube.

Founded a wedding film company in Pittsburgh.

Ranked in the 92nd percentile of League of Legends players.

Classically trained pianist favorite composers: Chopin, Liszt, Debussy.