

Jay Chen

Pittsburgh | [linkedin.com/in/jundachen](https://www.linkedin.com/in/jundachen) | github.com/jundachen10

Accomplished professional at an early stage startup that successfully raised a \$13 million series-A. Graduated from an intense 12-week software development bootcamp, totaling 40 hours per week. An efficient and motivated work ethic, with the drive to continuously learn, and grow as a teammate.

Experience

IT Business Analyst

March 2024 - Present

Highmark Health enGen

Pittsburgh, PA

- Delivering agile at scale by breaking down complex business needs into bite-sized user stories.
- Collaborating across 15 scrum teams to deliver enhancements to our flagship Predictal product.
- One of 9 selected to rotate cross-enterprise to learn prior authorization in utilization, care management, software development, and testing.
- Leading 200+ person monthly meetings to transform the way 10,000 employees work with artificial intelligence as part of an enterprise wide AI change management initiative.

Professional Development

June 2023 - March 2024

Academy Pittsburgh LLC

Pittsburgh, PA

- Completed 2 full technical bootcamps to level-up developer and analyst skills.
- Led business analyst training in partnership Apprenti and the Department of Labor.

YouTube

Nov 2021 – June 2023

Creator

Pittsburgh, PA

- Founded a media company that earned \$50,000 annual run rate.
- Grew channel to 100k subs and drove 22 million views from 2021 to 2022.

Customer Success Manager

Mar 2019 – Nov 2021

Gridwise Mobile App

Pittsburgh, PA

- Hybrid role at an early stage startup.
- Influenced \$3.3M and \$12.7M series-A funding as an early hire by increasing user retention.
- Venture seeded by Louis Van Ahn and Severin Hacker of Duolingo fame.
- Built a Zendesk support system that cut response times by 40% achieving a 98% CSAT score.
- Executed marketing to drive user growth from 15,000 to 1M+ MAU.
- Expanded coverage on a main product by 700% by building a team of 10 QA contractors to support it.
- Launched a knowledge base by curating support articles, resulting in a monthly viewership of 3,000.
- Increased customer support productivity by 90% by automating repeat tasks using Zendesk triggers and Zapier integrations.
- Introduced Zendesk systems that resolved 600 monthly tickets with a 98% satisfaction rate.
- Launched the company YouTube channel to 3,000 subscribers in 1 year.
- Tripled Facebook group membership through use of A/B tests optimizing post performance and engagement.
- Improved marketing ROI by 200% partnered with the VP of Marketing to identify top creatives using statistical methods like T-tests.
- Reduced B2B client churn by 20% partnered with Director of Sales in improving click-through rates using Mixpanel and Everflow attribution.
- Developed content management calendars that resulted in a 2 season podcast and over 60 videos.
- Led on-site user interviews which resulted in 3 testimonial videos.
- Completed projects within an Agile framework across 30+ development sprints.

Research Technician

2010 – 2017

University of Pittsburgh

Pittsburgh, PA

- Co-authored 3 papers in the Journal of Neuroscience and IEEE.
- Mentored 3 undergraduate students over 6 months on research methods.
- Achieved liver cell transplant under GMP process at the Children's Hospital of Pittsburgh.
- Budgeted for daily laboratory expenditures and negotiated with vendors to maximize budget.

Education

The Pennsylvania State University

Bachelor of Science in Biology

Academy Pittsburgh

Diploma in Software Development

University Park, PA

Pittsburgh, PA

Projects

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, LaTeX*

- Wrote this resume in LaTeX and deployed to GitHub.
- Built a custom GitHub Actions Yaml automation that deploys a PDF on push.

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

- Designed a copy of Apple's chat app to 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 command line app that tells you when to play the dragon bonus side bet in online baccarat.
- Self tested with own \$1,000 and profiting \$200.

Technical Skills

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

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.