

# Jay Chen

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

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### Software Engineer: Contract

June 2023

*Looking For Group, LLC*

Pittsburgh, PA

- Leading weekly stand-up meetings and managing projects using Kanban boards.
- Developing a .NET app that distributes login credentials using SignalR and WPF.

### Entrepreneur

Nov 2021 – June 2023

*Owner Co Founder*

Pittsburgh, PA

- Graduated from a 12 week full-stack developer bootcamp at 40+ hours per week.
- Founded a film and marketing company that earned \$50,000 annual run rate.
- Co Founded a venture with another experienced engineer and scraped 300,000 JSON data points stored in a Mongo database.

### Lead Customer Success Manager and Growth Marketer

Mar 2019 – Nov 2021

*Gridwise Mobile App*

Pittsburgh, PA

- Hybrid role at an early stage startup.
- Influenced securing a \$3.3M and \$12.7M series A funding as an early hire.
- Pioneered a customer support function that scaled with 5x user growth. Developed key performance indicators and established robust systems, rituals, and processes.
- Facilitated monthly strategic meetings as a growth marketer with the CEO and VP of Growth.
- Collaborated across functions to drive user growth from 25,000 to 300,000 at a high-growth mobile app startup.
- 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 from zero to 2,700 subs within a single year.
- Tripled Facebook groups 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

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### The Pennsylvania State University

University Park, PA

*Bachelor of Science in Biology*

### Academy Pittsburgh

Pittsburgh, PA

*Diploma in Software Development*

## 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, LaTeX*

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

### **Buzzfeed** | *C#, SQL, DBeaver*

- Developed a C# and SQL program allowing users to create, save, and take quizzes stored in an MS SQL Server database.

### **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.

### **Game Launcher** | *.NET Framework, SignalR, WPF, XAML*

- Video game launcher for a video game arcade. Currently building in the .NET environment using WPF, and SignalR.
- Communicates in real time between desktop and web clients with SignalR Hub.

### **Startup Venture** | *Go, Docker*

- Startup venture with an experienced engineer. Currently learning about our tech stack: Go, Redis, Docker, Vultr, Terraform, MongoDB, and GraphQL.
- Docker composed virtual proxy services hosted on Vultr Terraform.
- Built a custom Cobra command CLI app using Go.

## 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.