Jay Chen

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Experience

Software Engineer   September 2023 – Present
Looking For Group, LLC   *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   March 2023 – Present
Startup Venture   *Pittsburgh, PA*
- Building a custom CLI application using Cobra
- Containerizing services like virtual proxies using Docker

Travel Sabbatical   November 2021 – June 2023
Career Break   *Pittsburgh, PA*
- Took a voluntary pause to travel 5 states
- Completed a 12 week software developer bootcamp
- Learned filmmaking and booked several wedding films

Customer Success Manager   March 2019 – November 2021
Gridwise, Mobile App   *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   June 2010 – January 2018
University of Pittsburgh   *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, LaTeX*   June 2023 – Present
- This resume is written in LaTeX code
- Built a custom Github action that auto builds a pdf file on commits(click the link above to see it in action)

Buzzfeed | *C#, SQL, SQLite, DBeaver*   June 2023 – Present
- Server authentication is hidden using an external JSON config file

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   University Park, PA
Bachelor of Science in Biology   *May 2006 – June 2010*

Academy Pittsburgh   Pittsburgh, PA
Diploma in Software Development   *April 2023 – June 2023*