Jason Chen

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EDUCATION

Stony Brook University, Stony Brook, NY — Overall GPA: 3.31/4.00
Major: B.E. in Mechanical Engineering — Feb 2020 - May 2023
Relevant Courses: Thermodynamics, Heat and Mass Transfer, Engineering CAD, Machine Design and Practices, Senior Design Project

PROJECTS

Multi-Material SLS 3D Printer for Producing Plastic Composite Materials — Aug 2022 - Present

- Managed a group of four members in multi-term project to create a functional multi-material SLS printer
- Conduct market research and assist in early design prototyping, conceptualization, 3D CAD
- Facilitate group meetings with faculty advisor for project suggestions, potential challenges, and progress update
- Improved group productivity by 30% and meet project deadlines ahead of schedule

Aluminum Car — Aug 2021- Dec 2021

- Upheld machine shop safety protocols and procedures to ensure safety in workshop
- Interpreted dimensionalized drawings to create a simple functional car from an aluminum block
- Utilized various calipers and gauges to check dimensional accuracy of the working piece
- Operated a vertical milling machine to cut an aluminum block to the dimensioned drawings
- Utilized a lathe and threading tool to create the wheels and attach it to the car's main body
- Implemented machine shop protocol and safety practices specific to the milling machine lathe

Autonomous Sanitation Sentry (COVID-19 Project) — Nov 2020 - Dec 2020

- Designed and actualized a rear wheel drive sentry that patrolled an area and enforce "COVID-19 Proctols"
- Integrated Arduino code and various hardware components to establish patrol parameters, alert system, and more
- Managed a group of four members and assisted with code development, physical design, constraints, etc.
- Overhauled inherent hardware limitations by writing software code that would circumvent the limitation
- Administered early prototyping, successive design iterations, and troubleshoot code

X-Wing Passenger Drone (CAD Project) — March 2020 - May 2020

- Designed 2D concept models within realistic constraints through multiple design iterations
- Utilized CAD software Fusion 360 to create 3D models, renders, and animations of the drone
- Created an animation of all the functioning mechanism on the drone
- Dimensioned and tolerance each component under ASME standard for GD&T

PROFESSIONAL EXPERIENCE

Rallye BMW - Service Business Development Coordinator — June 2022 - Present

- Executed inbound and outbound calls, internet leads, chats, and service inquiries with accurate information
- Improved call flow and team productivity by 25%
- Supported service advisors in scheduling customer appointments with CDK, service quotes, and availability
- Promoted the sale of appropriate services, parts, and accessories by accurately identifying customer needs
- Establish a consultative relationship with customers explaining repairs and subsequent service reservations
- Operated DCS/VMI vehicle history for service campaigns to maximize shop hour and customer outreach

BMW of Bayside – New Car Sales Assistant / Product Specialist — Oct 2019 – June 2022

- Aided client advisors in submitting credit applications with InfoBahn, lease retention calls, and more
- Closely supported Client Advisors in sales consultation by aiding in vehicle test drives and BMW product inquiries
- Managed paperwork such as insurance, vehicle registration and documentation, and DMV forms
- Increased team productivity by 50% and aided in the sale of 20-30 vehicles monthly and over 200 vehicles annually
- Managed and performed vehicle deliveries with pre delivery vehicle inspections
- Assisted in maintaining over 60-70% retention rate

SKILLS AND AWARDS

- **Skills:** MATLAB, Excel, Arduino, Fusion 360, Google Apps, MS Office, Javascript
- **Awards:** Dean's List, 2nd Place for MEC 101's Robot Design Project