



Sonia Nyenkan

SOFTWARE DEVELOPER

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Profile

Versatile Full Stack Developer and Social Media Manager, blending technical expertise with creative digital marketing. Proficient in modern technologies like React and the MERN (MongoDB, Express, React, and Node) stack, I excel in delivering outstanding projects and amplifying brand presence through innovative social media strategies. Skilled in engaging diverse audiences, my dual capabilities make me a valuable asset in today's digital landscape.

Links

[LinkedIn](#) [GitHub](#) [Portfolio](#)

Skills

Technical Skills: • XML • JSON • jQuery • AJAX • Application Programming Interfaces • Express.js • MongoDB • GraphQL • React.js • MVC Paradigm • HTML / CSS • JavaScript ES6 • Node.js • MySQL / NoSQL • Database Management • Jest Testing • Content Management Systems (CMS) • Digital Advertising (Facebook Ads, Instagram Ads) • Video Editing • Search Engine Optimization (SEO) • Social Media Advertising • Graphic Design

Soft Skills: • Content Creation • Effective Communication • Time Management and Organization • Adaptability • Creative Problem-Solving • Teamwork & Collaboration • Copy Writing • Analytical Skills • Customer Service • Conflict Resolution

Technologies: • Git • GitHub • Visual Studio Code • Insomnia REST Client • Heroku • Netlify • Webpack • Shopify Plus • Canva • MS Office

Employment History

Social Media Manager, The Bun Hut Restaurant and Bar / Gather Restaurant, Asheboro, NC

March 2022 — November 2023

Facebook, Instagram, TikTok Handles - [@thebunhutnc](#) / [@gatherinasheboro](#)

- **Crafted and Curated Engaging Content:** Spearheaded the creation of compelling social media posts, designed eye-catching images and videos, significantly increasing audience engagement and interaction.
- **Led Successful Campaigns:** Strategically directed promotional campaigns and managed targeted paid advertising initiatives, resulting in measurable increases in brand visibility and customer acquisition.
- **Elevated Brand Image:** Proactively managed and revitalized social media accounts, ensuring a consistently positive brand portrayal. Implemented responsive communication strategies to address customer inquiries, boosting satisfaction and loyalty.

Facebook: Managed and grew a Facebook page, achieving an 89.5% increase in visibility and a 23.9% increase in page visits over work period.

Instagram: Amplified Instagram presence, with a 144% increase in reach and a substantial 171% boost in profile visits, highlighting effective engagement strategies.

Front End Supervisor, Jetro Restaurant Depot , Brooklyn, NY

September 2017 — October 2021

- **Dynamically Supervising and Mentoring:** I actively supervised, trained, and evaluated our team of cashiers, front-end loaders, checkers, and U-boat retrieval staff, fostering a supportive and efficient work environment.
- **Championing Customer Service:** I ensured that our team consistently delivered friendly, efficient, and professional customer service, enhancing customer satisfaction and loyalty.
- **Upholding Policies and Procedures:** Vigilantly ensuring compliance with established sales and security policies, I maintained a secure and trustworthy shopping environment.
- **Resolving Customer Issues:** I swiftly and professionally investigated and resolved customer complaints, ensuring every patron felt heard and valued.
- **Assisting and Informing Customers:** I frequently assisted customers with product locations and provided detailed information, enriching their shopping experience.
- **Strategically Planning Work Schedules:** I meticulously planned and prepared work schedules, including managing lunch breaks and vacation time, to ensure seamless store operations.
- **Executing Supervisor Functions:** I efficiently performed supervisory duties such as handling voids and returns, price adjustments, and canceling transactions, maintaining a high level of accuracy and accountability.
- **Supporting and Guiding Checkers:** I assisted checkers in comparing customer receipts to cart items, significantly reducing losses and discrepancies.
- **Leveraging Industry Software:** Skilled in using industry-specific software, I efficiently resolved customer inquiries, conducted price checks, and addressed inventory queries and price discrepancies.

Education

Information Technology, Randolph Community College, Asheboro, NC

August 2022 — May 2024

Associate's Degree, Class of May 2024

Certifications

Full Stack Flex Coding , University of North Carolina Chapel Hill

May 2023 — November 2023