

SOPHIA M. BANDA

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I bring a blend of problem-solving prowess, empathetic understanding, and collaborative spirit to the table. With a dynamic and agile approach, I deliver results with a high sense of urgency, leveraging my expertise to tackle challenges head-on. I am passionate about supporting Latinx communities and bringing a positively driven attitude and energy to empower and alleviate stressors for my team members.

Programming Skills: JavaScript | React.js | Next.js | Node.js | Express.js | HTML | CSS | MongoDB | Heroku | Postman | Git | GitHub | Google Workspace | Visual Studio Code | APIs | UI

Relevant Skills: Customer Success | Product Implementation | Technical Support

EXPERIENCE

TECHNICAL ACCOUNT MANAGER & SUPPORT ENGINEER | SubscribePro **MAR 2023 - PRESENT**

- Create content for the technical documentation of our API, internal processes, and client relationship management, using Notion, GitHub, GSuite, HTML, and Markdown
- Utilize OpenSearch, Kibana, and more to troubleshoot and problem-solve a variety of technical issues
- Discover and log GitHub issues for bugs and enhancements in our platform, API, and various integrations, i.e. Magento 2 and SFCC, increasing overall client satisfaction
- Execute client requests for data control using Postman to run API endpoints in compliance with data privacy laws
- Program in Twig for PHP to create and edit templates for customer-facing emails

TECHNICAL SUCCESS COACH | Lambda School **FEB 2021 - JUL 2022**

- Provided career coaching services to over 400 program graduates including preparation for technical assessments, behavioral and technical interviews, and salary negotiation, regularly surpassing qualified job placement goals by 150%
- Board member of LAAC (Learner Appeal Action Committee), responsible for evaluating appeals for readmittance of former learners alongside company Directors and C-Suite
- Delivered workshops designed to triage obstacles impeding individual job searches by helping students identify patterns in external hiring processes, build strong personal brands, and improve networking capabilities.

TECHNICAL ACCOUNT MANAGER | Watsco **FEB 2018 - FEB 2021**

- Analyzed technical configurations for clients to perform in-depth technical troubleshooting and testing, recommending solutions accordingly
- Responsible for ensuring support tickets meet and exceed customer expectations, consistently exceeding expectations for support SLAs
- Identified, scoped, and documented product bugs and fixes relating to databases, application servers, and new technologies for product management and engineering teams
- Documented internal and external correspondence for incident resolution including troubleshooting steps, solutions or action plans, and best practices identified by resolving the customer issue
- Monitored the customer journey from the initial product sale through all phases of the technical onboarding and nurturing processes
- Captured business intelligence for our Quality Assurance team to keep a record of business and merchandise trends

WEB DEVELOPMENT PROJECTS

Mexican Lotería – [Play Here!](#)

- A memory card game with a Mexican Lotería flare. Conceptualized with a Data-Centric approach, written in Vanilla JavaScript, HTML, and CSS

EDUCATION

Adobe Digital Academy ✉ **General Assembly** ✉ Full Stack Web Development **FEB 2024 - JUN 2024**

Selected as a Top 25 candidate from a 10k+ applicant pool for Adobe's Digital Academy program to refresh my software engineering expertise.

CareerFoundry ✉ Full Stack Web Development **NOV 2022 - JAN 2024**

Wyncode Academy ✉ Full Stack Web Development **JUN 2019 - AUG 2019**