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 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 | Technical Account Management

EXPERIENCE

TECHNICAL SUPPORT ENGINEER & TECHNICAL ACCOUNT MANAGER | SubscribePro   JAN 2023 - JUN 2024
- Authored technical documentation of our API's, internal processes, and client-facing educational content using Notion, GitHub, GSuite, HTML, and Markdown establishing training resources for incoming TSEs
- Diagnosed and troubleshot complex technical issues inclusive of incorrect integrations, version incompatibiliites, bugs in related code bases, incorrect settings and more, utilizing Kibana Open Search to comb through API logs
- Increased client-satisfaction by 40% by logging feature requests, bugs and more in our API and integrations, i.e. Magento 2, SFCC and others
- Ensured 100% adherence to US and overseas data privacy laws by executing data cleanup via API endpoints in Postman
- Programmed customer-facing e-commerce marketing templates written in Twig PHP on client request
- Inherited and repaired the relationship with our largest enterprise client, bringing our SLA stats from less than 50% to greater than 90% in one month

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, reducing revenue loss by carefully assessing return requests
- 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.

CUSTOMER SUCCESS ENGINEER | Watsco   FEB 2018 - FEB 2021
- Responsible for ensuring support tickets meet and exceed customer expectations, consistently earning a 5-star rating and 100% satisfaction on Intercom
- Identified, scoped, and documented product bugs and fixes relating to databases, customer feedback for UI enhancements, and new technologies, for the 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