

# SOPHIA BANDA

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## BACKGROUND AND SKILLS

I bring a unique blend of technical depth, creative problem-solving, and people-first mindset to my work. I'm an impact-driven professional known for tackling challenges with curiosity and heart, always rallying behind my team to advocate for a strong, inclusive culture.

JavaScript, TypeScript, React, Next.js, Node.js, Express.js, Git, GitHub, Command Line, Kibana, HTML, CSS, Postman, SQL, NoSQL, JSON, XML, API, SDK's, Salesforce, Zendesk, Intercom, Slack, Debugging, Product Support, Internal and External Documentation

## EXPERIENCE

### CUSTOMER SUCCESS ENGINEER, PRODUCT ENABLEMENT | Fingerprint

AUG 2024 – MAY 2025

- Developed a prototype application to implement Fingerprint's React SDK with a use case, using Vite/React, Node.js, Cloudflare proxy, and backend encrypted identification results to reduce login friction for trusted users
- Guided users through product integration, optimizing implementations, and facilitating expansion into new use cases
- Investigated and resolved implementation and integration issues using Preset, ClickHouse, DataDog, and Retool
- Proactively monitored and analyzed event data, changes in API usage and other metrics to prevent churn, inform product decisions and convert customers to paid contracts when appropriate, using Sigma and Retool
- Drove increased user adoption and activation through tailored technical training sessions, consultations, demos, and office hours reviewing JavaScript code snippets, user journeys, architecture and implementation plans
- Partnered with the product team to improve the UI/UX of our dashboard, increasing our time to first API call and trial conversion by 42%

### TECHNICAL SUPPORT ENGINEER | SubscribePro

MAR 2023 – APR 2024

- Identified an internal bug with our billing that led to the rehabilitation of our relationship with Subscribe Pro's largest client, leading to a subsequent contract renewal, and an increase in subsequent SOWs
- Created technical documentation of our API, internal processes, and client relationship management, using Notion, GitHub, GSuite, HTML, and Markdown
- Navigated OpenSearch, Kibana, and more to troubleshoot and debug a variety of technical issues, i.e., flawed data uploads, incorrect implementation of our API or third-party integrations, version incompatibilities, and more
- Documented feature requests and reported bugs using GitHub
- Utilized Postman to run API endpoints for managing customer data requests in compliance with data privacy laws
- Programmed Twig Templates for PHP to create and edit customer-facing emails

### TECHNICAL SUCCESS COACH | Bloom Institute of Technology (fka Lambda School)

FEB 2021 – AUG 2022

- Provided career coaching services to over 400 program graduates, including preparation for technical software engineering assessments and behavioral and technical interviews, surpassing qualified job placement goals by 150%
- 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 SUPPORT SPECIALIST & CUSTOMER SUCCESS MANAGER | Watsco Ventures

FEB 2019 – FEB 2021

- Guided new clients through the entire product implementation phase, onboarding an average of 8 non-technical clients weekly to a highly technical SaaS product designed to improve the daily workflow of independent HVAC contractors
- Fortified external product documentation to include detailed product walkthroughs for troubleshooting and testing to be integrated into our support chat system, Intercom
- Ensured support tickets meet and exceed customer expectations, consistently exceeding expectations for support SLAs
- Championed a recurring feedback loop with product and engineering, leading to UI/UX improvements grounded in real customer input

## EDUCATION

### Adobe Digital Academy | General Assembly | Full Stack Web Development

MAY 2024 – APR 2024

*Selected as a Top 25 candidate from a 10k+ applicant pool. JavaScript, Python, Object-oriented programming, MVC frameworks, and data modeling.*

### CareerFoundry | Full Stack Web Development

NOV 2023 – JAN 2024

### Wyncode Academy | Full Stack Web Development

JUN 2019 – AUG 2019