
Sophia Banda

Durham, NC

(646) 520-6286 | sophia.m.banda@gmail.com | LinkedIn: [Sophia Banda](#)

EXPERIENCE

BloomTech (FKA Lambda School), Remote *Career Coach*

FEBRUARY 2021 - PRESENT

- Regularly secured 12 qualified job placements per month, surpassing individual placement goal by 150%.
- Created technical interview preparation documentation to be shared with 600+ graduates, covering coding challenge resources, technical interview prep advice, and more
- Succeeded in petitioning for the extension of mental health services for both learners and graduates from 3 to 6 months, affecting over 300 grads
- Board member of LAAC (Learner Appeal Action Committee), responsible for evaluating appeals for readmittance of former learners
- Bestowed the "Goes For It" award by company-wide vote for cross-functional teamwork, agility, and embodying company values

OnCall Air, Remote *Customer Success Manager*

OCTOBER 2019 - FEBRUARY 2021

- Restructured the customer onboarding protocol for our HVAC SaaS product, increasing the on-time graduation rate by 11% in 2 months
- Owned over 130 customer accounts, achieving a team-high graduation percentage of 63%
- Managed and updated inventory from connected distributors through SQL database
- Organized and communicated qualitative feedback analysis to the Product Manager to impart requested product enhancements influencing the product lifecycle
- Implemented a UX/UI weekly collaboration meeting to guide the Front End engineering team through recurring UX/UI requests and improvement feedback
- Championed team unity and fluid communication by proctoring monthly all-hands meetings and weekly social hours

Iululemon, Miami, FL | *Floor Manager*

OCTOBER 2016 - JUNE 2019

- Implemented creative visual merchandising strategies, resulting in a 16% increase in special shipment allocations.
- Partnered with local businesses to create mutually beneficial events to increase revenue, establish community presence, and improve brand awareness.
- Led a team of 5 on the visual merchandising protocols, soft skills, and store procedures.
- Held quarterly meetings to evaluate team member performance and created plans of action for their growth within their respective departments and the broader organization.

EDUCATION

Wyncode Academy, Miami, FL | *Full Stack Web Developer*

JUNE 2019 - AUGUST 2019, COHORT 34

- HTML, CSS, JavaScript, React, database management, version control, project development, and project management.