Sophia Banda

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SUMMARY

I bring a unique mix of technical know-how, creative problem-solving, and a people-first mindset to every project. I'm an impact-driven professional known for tackling challenges with curiosity and heart, always rallying behind my team to champion a strong, inclusive culture.

TECHNICAL SKILLS

Languages: JavaScript | **Tools:** Git, GitHub, Kibana, HTML, CSS, Postman, SQL, NoSQL | **Libraries and Frameworks:** React, Node.js, Express.js | **Other:** JSON, XML

PROFESSIONAL EXPERIENCE

Customer Success Engineer | Product Enablement, *Fingerprint*   Aug 2024 - Present
- Developed a prototype application to implement Fingerprint with a use case, using Vite/React, Node.js, Cloudflare proxy, and backend encrypted identification results to reduce login friction for trusted users
- Investigate and resolve implementation and integration issues using Preset, ClickHouse, DataDog, Retool, and more
- Proactively monitor significant changes in customer API usage and other metrics to prevent churn and to convert customers to contract when appropriate, using Sigma and Retool
- Drive increased user adoption and activation through tailored technical training sessions, consultations, demos, and office hours reviewing JavaScript code snippets, user journeys, and implementation plans
- Work 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, *Subscribe Pro*   Mar 2023 - Mar 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 solve a variety of technical issues, i.e., flawed data uploads, incorrect implementation of our API or third-party integrations, version incompatibilities, and so on
- 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 Career Coach, *Bloom Institute of Technology (fka Lambda School)*   Feb 2021 - Jul 2022
- Provided career coaching services to over 400 program graduates, including preparation for technical assessments and behavioral and technical interviews, regularly surpassing 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 strategies
- Succeeded in petitioning for the extension of mental health services for learners and graduates, extending services from 3 months to 6 months for over 600 graduates
- Bestowed the "Goes For It" award by a company-wide vote for cross-functional teamwork, agility, and embodying company values

Technical Support Specialist & Customer Success Manager, *Watsco Ventures (SaaS)*   Nov 2018 - Feb 2021
- Responsible for ensuring support tickets consistently exceeded customer expectations and contractual metrics for support SLAs
- Fortified external product documentation to include detailed product walkthroughs for troubleshooting and testing to be integrated into our support chat system, Intercom
- 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

EDUCATION

General Assembly, Adobe Digital Academy, Software Engineering Immersive   Feb 2024 - Jun 2024
CareerFoundry, Full-Stack Web Development   Dec 2023 - Jan 2024