

SOPHIA BANDA

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BACKGROUND AND SKILLS

I bring a unique blend of technical depth, creative problem-solving, and a 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

EXPERIENCE

CUSTOMER SUCCESS ENGINEER, PRODUCT ENABLEMENT | Fingerprint AUG 2024 – MAY 2025

- 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
- Investigated and resolved implementation and integration issues using Preset, ClickHouse, DataDog, and Retool
- Proactively monitored significant changes in customer API usage and other metrics to prevent churn and to 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, 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 solve a variety of technical issues, i.e., flawed data uploads, incorrect implementation of our API or third-party integrations, version incompatibilities, and more
- 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, regularly 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 for Adobe's Digital Academy program, a 12-week full-stack software engineering immersive curriculum focused on software product development, 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