

SOPHIA BANDA

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BACKGROUND AND SKILLS

Support Engineer with experience in SDK integrations, API troubleshooting, and developer-facing support. Skilled at resolving complex implementation issues and improving the developer experience through clear guidance and documentation. Known for being a collaborative, reliable teammate who brings both technical focus and a positive, people-first approach to the work. Self-starter with experience collaborating across globally distributed teams in asynchronous work environments.

Languages/Frameworks: JavaScript, React, Next.js, Node.js, Express | **Tools:** Git, GitHub, Kibana, Zendesk, Intercom, Slack, Z Shell
APIs & Data: REST APIs, SDKs, JSON, XML, SQL, Postman | **Core:** Debugging, Product Support, Technical Documentation

EXPERIENCE

DEVELOPER SUPPORT ENGINEER (CUSTOMER SUCCESS ENGINEER) | Nutrient.io JAN 2026 – PRESENT

- Diagnose and resolve complex SDK integration issues across Web, Document Web Services (DWS), and Document Engine SDKs, helping customers successfully implement and troubleshoot SDK functionality.
- Develop custom JavaScript and TypeScript solutions to extend SDK capabilities, enabling customers to support specialized workflows and meet unique product requirements.
- Reproduce, isolate, and document complex product defects, partnering closely with engineering teams to accelerate bug resolution and improve SDK stability.
- Engineered a Zendesk MCP in TypeScript and [node.js](#) with tools to summarize my daily work, search related zendesk tickets, collect all tickets from a specific customer, and collect all available customer info.
- Improve developer documentation by identifying gaps, updating API references and implementation guides with TypeDoc, and enhancing technical resources to support customer integrations.
- Design and implement internal tooling and automation, including a Jira-to-Slack integration that improved visibility into bug triage activities and strengthened communication between Technical Support and Customer Success.
- Collaborate cross-functionally with Engineering, Product, and Customer Success teams to communicate technical findings, advocate for customer needs, and improve the overall developer experience.

CUSTOMER SUCCESS ENGINEER, PRODUCT ENABLEMENT | Fingerprint AUG 2024 – NOV 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 and resolved a critical billing issue affecting a major Subscribe Pro client, restoring customer trust, contributing to contract renewal, and supporting expanded SOW opportunities.
- Developed and maintained technical documentation for APIs, internal processes, and client workflows using Notion, GitHub, GSuite, HTML, and Markdown.
- Troubleshoot complex technical issues using OpenSearch, Kibana, and related tools, resolving data upload errors, API implementation issues, third-party integration challenges, and version compatibility problems.
- Developed and maintained customer-facing email templates using Twig and PHP.

EDUCATION

Adobe Digital Academy | General Assembly | **Full Stack Web Development** FEB 2024 – MAY 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