**Sam Bayati**

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**education**

University of Houston-Downtown, Davies College of Business, Houston, TX

**Bachelor of Management Information Systems, May 2026**

* GPA: 4.0

**experience**

*IT/Business Development Management***January 2023 - Present**

Royal Carriages Limousine & Charters, Houston, TX

* Integrated technology and new marketing strategies, increasing customer acquisition by 20%
* Diagnosed and resolved software and hardware issues, decreasing user downtime by 30%
* Developed and executed digital marketing campaigns, boosting website traffic by 40%
* Implemented and tested software applications and upgrades for seamless integration
* Executed system upgrades and software implementations to revise efficiency

*Founder/UX Designer***November 2022 - November 2024**

Triscape Studio, Houston, TX

* Improved user experience with intuitive and responsive designs, boosting client engagement by 30%
* Designed and created websites, logos, videos, and artwork, achieving a 95% client satisfaction rate
* Revamped project completion rates by 20% by implementing a client feedback system
* Formulated websites, logos, and videos, achieving a 95% client satisfaction rate
* Guided a team of 10 freelancers, improving productivity and project output

*Desktop Technician***September 2020 - January 2023**

Karkhi Group, Houston, TX

* Monitored network performance and troubleshoot connectivity issues to ensure smooth operations
* Cooperated in data management, supporting efficient storage, organization, and retrieval processes
* Conducted training sessions, reducing onboarding time by 20% and increasing satisfaction by 10%
* Innovated long-term IT strategies, integrating new technologies and aligning with business goal
* Collaborated in IT projects to support technology integration and improvements

**organizations**

Iraqi American Health & Cancer Foundation, *President of IT,* June 2023 - Present

* Implemented cybersecurity measures and cloud solutions to safeguard data
* Built IA-HCF.ORG to connect doctors globally for health & cancer research
* Led tech projects and coordinated vendor efforts for seamless operations
* Trained staff on new technologies, enhancing ability to utilize IT systems
* Managed IT solutions to streamline workflows and overhaul efficiency

**projects**

*Technical Lead,* October 2024 - Present

DriveWise, SAAS Project, Houston, TX

* Managed project timelines and milestones, ensuring consistent progress throughout a 3-month cycle
* Designed CRM integration and inventory features to reduce dealership admin workload by 30%
* Led a 10-member team across 4 universities to build a SaaS platform using Figma and Agile
* Created documentation standards, enhancing onboarding efficiency for new contributors
* Offered technical support and mentoring, resolving 15+ design and development issues

**skills**

Languages: Proficient in English (Fluent) and Arabic (Native)

Software: Utilized Microsoft Office, Jira, Active Directory, Virtual Private Networks, VMware, Wireshark, Nmap

WordPress, Canva, Figma, Adobe Acrobat, Mailchimp, Zoom, SEO tools, Cloud Storage, Salesforce, Notion

Troubleshooting: Expert in hardware and software troubleshooting, with adept documentation skills

Operating Systems: Proficient in Windows, macOS, and Linux