

Samantha Bishop

Plano, TX

PROFESSIONAL EXPERIENCE

Citi	Irving, TX	Jul 2015 – Jun 2018
<i>Software Asset Management</i>	<i>Assistant Vice President (IT Business Unit Sr Analyst)</i>	<i>Feb 2017 – Jun 2018</i>
<ul style="list-style-type: none">Led the Software Inventory Control process to account for internal costs associated with potentially unlicensed software in the Citi environment<ul style="list-style-type: none">Implemented end-to-end technical process using SQL databases, SSIS packages, and SharePoint DesignerCommunicated with application managers to recover license costs or proof of entitlement and educate teams on licensing requirementsCreated monthly reports to track license recoveries, review trends, and inform stakeholders of potential process gapsDesigned and updated various PowerPoints used to communicate SAM processes, services, key accomplishments, and licensing overviews on vendors in the managed product portfolioRevised weekly highlights for clarity and impact and trained team on writing effective highlightsSupported broader SAM organization in resource management, vendor audits, process documentation, and projects as needed		
<i>Software Asset Management</i>	<i>Officer (IT Graduate Associate)</i>	<i>Jul 2015 – Feb 2017</i>
<ul style="list-style-type: none">Developed Qlikview dashboards to guide decision-making for vendors in managed product portfolioAnalyzed user experiences of Citi Marketplace customers and implemented internal and customer-facing enhancements based on findingsFulfilled requests to modify, create, and retire Citi Marketplace software icons to capture licensing requirementsLed initiative to improve Citi Marketplace software icons to enrich stakeholder experience, strengthen software compliance, and gain time-saves up to 75% per server software request		

EDUCATION

CareerFoundry	Remote	Grad: Jul 2022
Intro to UI Design UI Immersion Frontend Development for Designers		
Southern Methodist University	Dallas, TX	Grad: May 2015
B.S. Management Science Overall GPA: 3.5		

SKILLS & TOOLS

UX	UI	Tools
<ul style="list-style-type: none">User flow diagramsSWOT, UX analysesPrototypingResearch learning spiralDesign thinking process	<ul style="list-style-type: none">Visual hierarchyResponsive designColor, type, accessibilityPreference testingVisual HierarchyBrandingStyle guides & tilesIcon design	<ul style="list-style-type: none">Adobe XDAdobe PhotoshopHTML & CSSJavaScriptSQLSSIS