### Samantha Bishop

Plano, TX

**PROFESSIONAL EXPERIENCE**

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| **Citi** | **Irving, TX** | **Jul 2015 – Jun 2018** |
| *Software Asset Management* | *Assistant Vice President (IT Business Unit Sr Analyst)* | *Feb 2017 – Jun 2018* |
| * Led the Software Inventory Control process to account for internal costs associated with potentially unlicensed software in the Citi environment   + Implemented end-to-end technical process using SQL databases, SSIS packages, and SharePoint Designer   + Communicated with application managers to recover license costs or proof of entitlement and educate teams on licensing requirements   + Created monthly reports to track license recoveries, review trends, and inform stakeholders of potential process gaps * Designed and updated various PowerPoints used to communicate SAM processes, services, key accomplishments, and licensing overviews on vendors in the managed product portfolio * Revised weekly highlights for clarity and impact and trained team on writing effective highlights * Supported broader SAM organization in resource management, vendor audits, process documentation, and projects as needed | | |
| *Software Asset Management* | *Officer (IT Graduate Associate)* | *Jul 2015 – Feb 2017* |
| * Developed Qlikview dashboards to guide decision-making for vendors in managed product portfolio * Analyzed user experiences of Citi Marketplace customers and implemented internal and customer-facing enhancements based on findings * Fulfilled requests to modify, create, and retire Citi Marketplace software icons to capture licensing requirements * Led 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 | | |
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EDUCATION

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

**SKILLS & TOOLS**

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| **UX** | **UI** | **Tools** |
| * User flow diagrams | * Visual hierarchy | * Adobe XD |
| * SWOT, UX analyses | * Responsive design | * Adobe Photoshop |
| * Prototyping * Research learning spiral * Design thinking process | * Color, type, accessibility * Preference testing * Visual Hiearchy | * HTML & CSS * JavaScript * SQL |
|  | * Branding * Style guides & tiles * Icon design | * SSIS |