

Samuel Bishop

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(541) 401-7028

EDUCATION

Oregon Institute of Technology

Bachelor of Science: Software Engineering Technology

June 2020 (expected)

Klamath Falls, OR

- GPA 3.58
- Varsity eSports Team – Overwatch

SKILLS (more at [linkedin.com/in/SamuelAdamBishop/](https://www.linkedin.com/in/SamuelAdamBishop/))

- **Languages:** C++, JavaScript, TypeScript, SQL, HTML, CSS, C#, C, Java
- **Tools:** Jira, TFS, Git, Bitbucket, Visual Studio, Visual Studio Code, PuTTY
- **Other Skills:** Project Management, Informal Leadership, Technical Writing

PROJECTS

- Breadcrumbs - a virtual buddy system (Ionic, Node, Microsoft SQL Server)
 - Created a progressive web app for iOS, Android and the web using the Ionic Framework
 - Developed a back end RESTful API using Node
 - Designed and implemented a relational database using Microsoft SQL Server
 - Leveraged Twilio and MailJet APIs to automate SMS and email messaging to customers
- Realtime statistics application for PlayerUnknown's Battlegrounds (Ruby)
- MS Paint copycat (WPF)
- Hand-coded C-like compiler using GNU Bison and Flex (C)

WORK EXPERIENCE

Assurant, Inc.

Nov 2013 – Present

Operations Analyst, Account Management

Working Remote

- Collaborated with client to adjust deductible tiers to improve customer experience and adhere to compliance standards, impacting business revenues by \$90 million per annum.
- Coordinated mailing of 15 million pieces to customer base as part of new product deployment.
- Identified improvement to shipping procedure, reducing business expenses by \$1.5 million per annum.
- Developed and monitored over 30 control reports to verify that contracts operated as defined.

Assurant, Inc.

Nov 2010 – Nov 2013

Technical Writer

Albany, OR

- Created a standardized note-generation tool in VBA, reducing call times by 25%.
- Developed and maintained over 200 troubleshooting knowledge base documents for multiple clients.
- Designed and implemented site-wide business practices for measuring employee performance.

Assurant, Inc.

Jan 2010 – Nov 2010

Customer Service Representative

Albany, OR

- Troubleshooting phones, tablets, netbooks and notebooks.
- Filing claims for customers.

ACHIEVEMENTS

- Eagle Scout with Boy Scouts of America
- Ford Family Foundation Scholar