

Samson Mulugeta

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EDUCATION

BS In Information Science , University Of Maryland	Aug 2021 – May 2025 College Park, MD
• Minor in Information Risk Management, Ethics, and Privacy GPA: 3.79 • Coursework in Data Science, Cybersecurity, Governance, Risk Management, Programming, User Experience, Project/Program Management	

PROFESSIONAL EXPERIENCE

Operations Associate , FIRST Chesapeake	Jul 2025 – Oct 2025 Savage, MD
• Managed IT asset lifecycle from deployment to disposal, reducing downtime and ensuring smooth operations • Troubleshoot IT systems, managed accounts, and streamlined onboarding across Google Workspace and Microsoft 365 • Enhanced Wix website with updates, database search API integration, and automated dashboards to reduce manual reporting • Implemented Google Sheets API to auto-populate charts and enable real-time data synchronization for reporting • Coordinated AV, equipment, and logistics for robotics competitions to ensure seamless event operations • Tracked milestones and improved workflows in cross-functional projects to boost efficiency and satisfaction	
IT Administrative Intern , US Department Of Interior	Jun 2023 – Feb 2025 Washington, DC
• Supported the Government Zero Trust Initiative, ensuring alignment with federal cybersecurity standards. • Conducted system risk assessments and implemented security enhancements to address vulnerabilities. • Drafted and refined security policies and monitored implementation across multiple teams. • Assisted in analyzing network infrastructure and contributed to a tailored zero-trust strategy.	
Finance Committee Member , University Of Maryland	Aug 2023 – May 2025 College Park, MD
• Oversee budget allocation from a \$1M+ funding pool for student organizations, ensuring fair and equitable distribution. • Evaluate 20+ financial appeals, applying compliance standards and governance policies to ensure transparency. • Educate 400+ student groups on financial regulations, ensuring responsible fund management. • Advocate for funding policies that promote equitable financial access for a 35,000+ student body.	
Classroom IT Support Technician , University Of Maryland	Apr 2022 – May 2023 College Park, MD
• Provided technical support to faculty, troubleshooting and resolving hardware/software issues in smart classrooms. • Managed and maintained an inventory of 500+ technology assets, reducing downtime by 30% through proactive maintenance. • Optimized ticketing workflow using ServiceNow, improving issue resolution speed and tracking system efficiency.	

EXTRACURRICULARS

University of Maryland XR Club , Event Coordinator	Apr 2022 – Feb 2025
• Organize in-person and virtual events, ensuring compliance with university policies and approval processes. • Coordinate event logistics, securing resources and maximizing student engagement through strategic promotions.	
Student Government Association Legislature , Information Science Representative	Aug 2023 – Jan 2024
• Advocated for 1,800+ students in the College of Information Studies, proposing policy enhancements. • Developed governance expertise through policy review, student engagement, and campus development initiatives.	
University Of Maryland Residence Hall Association , Denton Hall Council President	Sep 2022 – Jun 2023
• Led executive operations for Denton Hall Council, overseeing student leadership and initiatives. • Facilitated council meetings and acted as a liaison between advisors and university governance bodies.	

PROJECTS

Gun Violence Trends and Incident Analysis	
• Built an interactive Tableau story visualizing firearm-related deaths and injuries by state, year, and incident type. • Cleaned and transformed national data in Excel for trend analysis and insights.	
Audio/Visual Archive Management Consulting Project	
• Designed a taxonomy system to improve search and retrieval of large archives. • Built an automated text parser for keyword extraction and faster file access.	
Personal Portfolio Website	
• Developed a responsive website with HTML, CSS, JavaScript; integrated animations and scroll effects. • Optimized for performance and accessibility; hosted on Cloudflare with a custom domain.	
Weather Forecast Web Application	
• Built a full-stack weather app using JavaScript, Node.js, and OpenWeatherMap API. • Added geolocation, interactive UI, and secure API handling for real-time forecasts.	

SKILLS

Programming & Development: Python, SQL, JavaScript, HTML/CSS, R

Data Analysis & Visualization: Tableau, Power BI, Excel

Systems & Administration: Google Workspace, Microsoft 365, Power Platform, SharePoint, ServiceNow

Design & Collaboration Tools: Adobe Creative Suite, Canva, Figma, Trello, Miro, Slack, Microsoft Teams, Zoom, Wix

Operating Systems: Windows, macOS, ChromeOS, iOS, Android