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 – present | Savage, MD
- Provide IT and technical support by maintaining hardware/software systems, managing Google Workspace and Microsoft 365 environments (accounts, permissions, integrations), troubleshooting issues, and documenting procedures to ensure smooth operations.
- Manage and enhance the organization's Wix website by deploying updates, improving UX, integrating third-party APIs, and connecting Google Sheets for automated dashboards and reporting.
- Support event operations and logistics for robotics competitions by coordinating AV setup, equipment staging, live troubleshooting, and post-event reporting informed by survey-driven insights.
- Collaborate with staff, volunteers, and stakeholders to identify process inefficiencies, design and analyze surveys, and implement workflow improvements to enhance overall program effectiveness.
- Coordinate project timelines and deliverables by tracking milestones, managing schedules, and facilitating cross-team communication to ensure alignment and on-time completion.
- Oversee vendor relationships and inventory management, including procurement, warehouse coordination, equipment tracking, and ensuring timely delivery and maintenance of robotics program assets.

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.

Information Technology 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.

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.

Apple iPhone 20 Reimagination Project
- Led user research to identify lifespan and performance issues, guiding modular, sustainable design.
- Prototyped and tested features using Design Thinking and user feedback.

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.

Hate Crime Database
- Designed a MySQL database analyzing hate crime trends from multiple data sources.
- Created optimized SQL queries for insights and normalized tables for efficiency.

SKILLS

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

Data Analysis & Visualization: Power BI, Tableau, Microsoft Excel

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

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

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