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
- Manage IT asset lifecycle from configuration and deployment through maintenance and disposal, providing technical support that reduced downtime and ensured smooth operations for 50+ staff and volunteers
- Assist with IT systems by troubleshooting issues, managing accounts and permissions, and maintaining integrations across Google Workspace and Microsoft 365, streamlining user onboarding and account setup by 30%
- Administer and enhance the Wix website by deploying updates, improving user experience, and integrating Google Sheets and third-party APIs to automate dashboards, cutting manual reporting time by 10+ hours monthly
- Support robotics competitions by coordinating AV setup, equipment staging, vendor logistics, and live troubleshooting, enabling seamless operations for events hosting 500+ participants and volunteers
- Coordinate cross-functional projects by tracking milestones, analyzing workflows, and implementing process improvements that increase program efficiency and stakeholder 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.

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.

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: 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