

# 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 | Dean's List
- Coursework in Data Science, Cybersecurity, Governance, Risk Management, Programming, User Experience, Project/Program Management

## PROFESSIONAL EXPERIENCE

**Operations Associate**, FIRST Chesapeake

Jul 2025 – present

- Provide IT and technical support, maintaining hardware/software systems, troubleshooting issues, and documenting procedures to support smooth operations
- Maintain and enhance the organization's Wix website by implementing updates, improving user experience, and integrating third-party APIs
- Support event logistics and on-site technical operations for multiple annual robotics competitions, including AV setup, equipment staging, and post-event reporting
- Collaborate with staff and volunteers to identify process improvements, streamline workflows, and contribute to program efficiency
- Contribute to the day-to-day execution of FIRST Chesapeake robotics programs by supporting logistics, tracking project timelines, and facilitating team communication
- Coordinating with vendors and managing inventory for robotics programs, ensuring timely delivery, accurate tracking, and proper maintenance of equipment and supplies

**Finance Committee Member**, University Of Maryland

Aug 2023 – May 2025

- 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.

**IT Administrative Intern**, US Department Of Interior

Jun 2023 – Feb 2025

- Assist the OCIO in executing the Government Zero Trust Initiative, ensuring compliance with federal cybersecurity policies.
- Conduct risk assessments and provide recommendations to enhance security posture across departments.
- Draft and refine policy documents to support the implementation of Zero Trust principles, tracking progress and compliance.
- Analyze network infrastructure and contribute to a customized zero-trust strategy, improving agency-wide security frameworks.

**Information Technology Support Technician**, University Of Maryland

Apr 2022 – May 2023

- 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.

## PROJECTS

**Gun Violence Trends and Incident Analysis**

- Built a interactive Tableau story visualizing firearm-related deaths and injuries by state, year, and incident type
- Cleaned and transformed national gun violence data in Excel to support clear trend and severity analysis
- Presented key findings through maps, charts, and narrative insights to inform data-driven public safety decisions

**Apple iPhone 20 Reimagination Project**

- Led user research to identify iPhone lifespan and performance issues, guiding the design of a sustainable, modular experience.
- Developed and tested a modular iPhone, enabling users to upgrade and repair their phones independently, fostering sustainability.
- Collaborated on prototyping and design, refining features using the Design Thinking framework and user feedback.

**Audio/Visual Archive Management Consulting Project**

- Developed a tailored taxonomy system to improve the organization and accessibility of large audio-visual archives, enhancing search efficiency.
- Designed and implemented an automated text parser to optimize content search and keyword extraction, speeding up file retrieval.
- Advised on scalable cloud storage solutions, ensuring secure, cost-effective, and scalable storage for large digital assets.

**Personal Portfolio Website**

- Designed and built a fully responsive personal website using HTML, CSS, and JavaScript, showcasing professional experience, education, and projects.
- Integrated custom animations using particles.js and scroll-triggered effects to enhance interactivity while maintaining smooth navigation.
- Optimized for performance and accessibility, ensuring seamless user experience across devices while hosting on Cloudflare with a custom domain.

## SKILLS

**Programming & Development:** Python, SQL, HTML, CSS, Javascript, R

**Data & Analytics:** Power BI, Tableau, Microsoft Excel

**IT & Productivity Tools:** Google Workspace, Microsoft Office, Microsoft Power Platform, SharePoint, ServiceNow, Adobe Suite, Jira, Wix

**Operating Systems:** Windows, MacOS, chromeOS, iOS, Android