Samson Mulugeta

smulug1244@gmail.com │ 301-769-1920 │ Columbia, MD │ linkedin.com/in/samson02/ │ https://smulugeta.com/

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 (configuration to disposal), reducing downtime and supporting 50+ staff/volunteers.
- Troubleshot IT systems, managed accounts/permissions, and streamlined Google Workspace & Microsoft 365 onboarding by 30%.
- Administered Wix site, improving UX and automating dashboards with Google Sheets/APIs, saving 10+ hours monthly.
- Supported robotics competitions by handling AV, logistics, and live troubleshooting for 500+ participants.
- Coordinated cross-functional projects, tracking milestones and implementing process improvements to boost efficiency.

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