

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