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
- Manage day-to-day operations and logistics for FIRST Chesapeake robotics programs, ensuring seamless program delivery and vendor coordination
- Oversee warehouse inventory and equipment lifecycle, including receiving, shipping, maintenance, and accurate record-keeping for competition materials
- Provide IT and technical support, managing organizational hardware and software systems, resolving issues, and maintaining user-friendly documentation
- Support event logistics and on-site technical operations for multiple robotics competitions annually, including AV setup, equipment staging, and post-event reporting
- Collaborate cross-functionally with staff and volunteers to identify process improvements, enhance operational efficiency, and promote the organizational mission

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.

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.

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.

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.

Weather Forecast Web Application
- Developed a full-stack weather application using JavaScript, OpenWeatherMap API, and Node.js, providing real-time and 5-day weather forecasts.
- Implemented geolocation tracking, interactive UI components, and AOS animations, improving user experience and responsiveness.
- Built a Node.js Express server to handle API requests securely, optimizing data retrieval and system performance.

Hate Crime Database
- Designed and implemented a MySQL database to analyze hate crime trends, integrating data from ProPublica, law enforcement, and media sources.
- Developed optimized SQL queries to extract insights on crime classifications, suspect demographics, and victim statistics using joins and subqueries.
- Enhanced database efficiency by normalizing tables, restructuring data, and implementing foreign key constraints to ensure integrity and accessibility.

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

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