

Samson Mulugeta

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PROFESSIONAL EXPERIENCE

Program and Project Management Senior Analyst

03/2026 – Present | Arlington, VA

Accenture Federal Services

- Design, develop, and maintain a PMO onboarding platform using Microsoft Power Apps, delivering scalable self-service capabilities, streamlined onboarding experiences, automated workflows, and standardized reporting processes for project management teams.
- Build interactive Power BI dashboards and analytical reports for the PMO suite, providing leadership with real-time visibility into project performance, KPI tracking, resource allocation, and data-driven decision-making.
- Leverage agentic AI tools, large language models (LLMs), and intelligent automation to accelerate solution development, automate reporting processes, enhance knowledge management, and improve productivity across the software delivery lifecycle.
- Serve as Talent Management Lead, driving workforce planning, preparing staffing and utilization reports, developing candidate pipelines, and aligning talent resources with project demand across Modern Engineering teams.
- Develop Power Apps solutions and automate end-to-end HR and recruiting workflows using Microsoft Power Automate and a custom Python resume-screening tool, streamlining candidate outreach, ranking best-fit candidates from large Excel datasets, and reducing manual recruiter effort and time-to-hire.

Operations Associate

07/2025 – 10/2025 | Savage, MD

FIRST Chesapeake

- 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 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
- 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

06/2023 – 02/2025 | Washington, DC

US Department Of Interior

- 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

08/2023 – 05/2025 | College Park, MD

University Of Maryland

- Oversaw budget allocation from a \$1M+ funding pool for student organizations, ensuring fair and equitable distribution.
- Evaluated 20+ financial appeals, applying compliance standards and governance policies to ensure transparency.
- Educated 400+ student groups on financial regulations, ensuring responsible fund management.
- Advocated for funding policies that promote equitable financial access for a 35,000+ student body.

Classroom IT Support Technician

04/2022 – 05/2023 | College Park, MD

University Of Maryland

- Provided in-person and phone-based technical support to faculty, troubleshooting hardware and software issues
- Resolved smart classroom AV and system issues, ensuring minimal disruption to academic operations
- Managed 500+ technology asset inventory, reducing downtime 30% through proactive maintenance
- Optimized ticketing workflow in ServiceNow, improving issue resolution speed and tracking efficiency

EDUCATION

BS in Information Science

2021 – 2025 | College Park, MD

University of Maryland

Minor in Information Risk Management Ethics, and Policy

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

Collaboration & Project Management Tools: Adobe Creative Suite, Camtasia, Canva, Figma, Jira, Trello, Miro, Wix

Operating Systems: Windows, macOS, ChromeOS, iOS, Android