

SAMSON ASSEFA

Operations Manager | Project Management | Business Operations

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PROFESSIONAL SUMMARY

Results-driven Operations professional with 4+ years of experience leading cross-functional teams, optimizing workflows, and driving measurable business outcomes. Proven track record managing daily operations, streamlining processes, and delivering projects on time under pressure. Proficient in Power BI, SQL, and Microsoft Project; certified Scrum Master (PSM I) with a track record of translating data insights into operational improvements.

PROFESSIONAL EXPERIENCE

Operations Lead & Team Supervisor | Desta Ethiopian Kitchen *Apr 2021 – Present*

- Oversaw daily front- and back-of-house operations for a high-volume restaurant serving 350+ guests per day, maintaining consistently high customer satisfaction standards.
- Managed daily revenue operations exceeding \$15,000, overseeing reconciliation, financial reporting, and end-of-shift accountability for cash flow accuracy.
- Led and developed a team of 6–7 staff members, conducting onboarding, performance coaching, and shift coordination to maintain peak productivity.
- Leveraged Clover POS to optimize end-to-end order operations — streamlining front- and back-of-house coordination, reducing ticket errors, and maintaining service speed across high-volume shifts.
- Drove staff training initiatives that improved team performance metrics and elevated overall customer engagement standards.

Onboarding Program Manager (Intern) | U.S. Bank *Jan 2025 – Jul 25*

- Owned end-to-end delivery of the full Microsoft Power Platform environment — independently building a Power BI workspace, redeveloping the SharePoint intranet, and designing Power Automate workflows from requirements through launch.
- Automated new hire onboarding operations for Elavon (U.S. Bank subsidiary), replacing manual data collection, multi-platform entry, and paper-based registration with streamlined Power Automate flows — supporting 120+ new hires.
- Served as African American BRG Chapter Ambassador, building a SharePoint hub and automating event registration and email communications that drove 300+ attendees across open-enrollment events.
- Eliminated significant manual labor and redundant data handling across onboarding and BRG operations by consolidating workflows onto a single integrated Power Platform environment.
- Conducted process efficiency analyses, identifying operational bottlenecks and presented actionable recommendations directly to senior leadership.

Program Manager (Volunteer) | 48IN48 @ Cox Enterprises *Sep 2024*

- Co-led a cross-functional team of designers and developers to build the first-ever website for Cooking the Blues Away — delivering a fully functional donation and outreach platform from scratch in 48 hours, establishing the nonprofit's entire online presence.
- Owned end-to-end project planning, client communications, and deadline management in a high-pressure, zero-margin-for-error environment.

TECHNICAL SKILLS

Project & Operations Tools: Microsoft Project, Power BI, Power Automate, SharePoint, Monday.com, Trello, Notion, Asana

Data & Reporting: SQL, Excel (advanced), MSBI / Power BI

Communication & Collaboration: Slack, Zoom, Microsoft 365, SharePoint

Methodologies: Agile / Scrum, Waterfall, Process Improvement, KPI Reporting

Systems: Clover POS, Network Protocols, VPNs, Firewalls

EDUCATION

B.S. Business Management (In Progress)

Western Governors University

Computer Science (2021–2023)

Georgia State University

Business Management Certification, *Atlanta Metropolitan State College, 2024*

Project Management Program (In Progress) *Year Up United — Workforce development program providing young adults with technical training, professional skills, and corporate internship placements*

CERTIFICATIONS

- PSM I – Professional Scrum Master | Scrum.org | Dec 2024
- MSBI & Power BI | Mitaja Corporation | Apr 2023
- Career Essentials in Generative AI | Microsoft & LinkedIn
- Career Essentials in Project Management | Microsoft & LinkedIn