




# Samson Wolday

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I bring a wealth of experience in operations management, business development, recruiting, and mentoring personnel. As a seasoned project manager, and having worked the coordinating role, I have collaborated and led teams in different fields to reach goals deemed unattainable.

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## Skills

- Team Leadership
- Operations Management
- Project Management
- Tableau
- Predictive Analysis
- Business Development

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## Experience

JUNE 2023 – PRESENT

### Operations Manager / Armorous, California

- Spearhead operations in the East and South Bay regions, overseeing the deployment and management of armed and unarmed guards.
- Successfully recruited, trained, and mentored a dynamic team of security personnel, enhancing overall team efficiency and effectiveness.
- Implement strategic initiatives to optimize security protocols, ensuring the safety and well-being of clients and assets.
- Collaborate with cross-functional teams to streamline communication and foster a culture of excellence.

JANUARY 2022 – JUNE 2023

### Project Manager / iDPlans, Tampa

- Led a proficient team of surveyors in the digitization of blueprints, validating property lines, and verifying utility infrastructure, ensuring accuracy and completeness.
- Developed and maintained project timelines, ensuring timely delivery of results and client satisfaction.
- Implemented quality control measures to guarantee the accuracy of digitized data, minimizing errors and improving overall project efficiency.
- Fostered a collaborative team environment, encouraging innovation and problem-solving to address project challenges.

OCTOBER 2020 – JANUARY 2022

### Business Dev / Enjoy Technologies, Oakland

- Mentored a team of sales agents, providing guidance and support to achieve and exceed sales targets.
- Utilized Tableau for data acquisition and analysis, extracting valuable insights to inform strategic business decisions.

- Applied predictive analysis techniques to identify market trends, enabling proactive measures to capitalize on emerging opportunities.
- Collaborated with internal teams to develop and implement targeted marketing strategies, contributing to business growth.

### **Advanced Install and Repair Agent/Geek Squad, Union City**

- Delivered advanced installation and repair services, consistently exceeding customer expectations and enhancing the Geek Squad brand.
- Diagnosed and resolved complex technical issues, demonstrating a high level of technical proficiency.
- Conducted training sessions for team members, enhancing overall skill sets and ensuring a high standard of service delivery.
- Maintained up-to-date knowledge of emerging technologies, providing valuable insights for product recommendations and service improvements.

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## **Education**

2013

**AA Business Management / University of Nairobi, Nairobi**  
**Supplies and Resource Management**

2025

**BA Business Management / Sana Jose State University, San Jose**  
**Information Systems Management**

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