

Tessy Mugisha

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EDUCATION

B.S./M.S. Computer Science / Artificial Intelligence | *Oklahoma Christian University*

August 2026

SKILLS

Product: Product Requirements, Customer Discovery & Interviews, Stakeholder Management, Agile/Scrum, Business Cases & ROI, Executive Presentations, Usability Testing, Process Improvement, Workflow Automation, Figma.

AI/ML: Large Language Models (LLMs), LLM Fine-Tuning, Model Evaluation, Prompt Engineering, Machine Learning, Natural Language Processing.

Technical: Python, SQL, APIs, AWS, Data Analysis, ServiceNow, Jira, Git, TypeScript, JavaScript, React, Swift.

PROFESSIONAL EXPERIENCE

Software Support Specialist | **Compassion International** | *Remote*

July 2026 - September 2026

- Owned 2 child development monitoring surveys from requirements to launch, partnering with data monitoring specialists and data engineers to configure, test, and ship them.
- Configured survey content in YAML, generated surveys via command line, and tested output with senior engineers, catching defects before launch.
- Tracked milestones and coordinated handoffs across data monitoring and engineering teams, so each survey launched on schedule.

ServiceNow Developer Intern | **American Fidelity** | *Edmond, Oklahoma*

November 2025 - July 2026

- Drove end-to-end enhancement cycles for an IVM enterprise workflow system, translating stakeholder requirements into automated workflows that replaced manual steps.
- Launched a real-time service status page using live data feeds, improving visibility into system health and reducing incident diagnosis time.
- Partnered with a 6-person cross-functional team to build an ROI analysis and business case, and presented it to executives to inform a \$100K+ ServiceNow renewal decision.

Software Engineer Intern | **Compassion International** | *Colorado Springs, Colorado*

May 2025 - August 2025

- Identified letter writing as a sponsor re-engagement opportunity, then scoped and built AI-powered theme suggestions and birthday reminders. 80% of usability testers said it lowered the barrier to engagement.
- Fixed a navigation bug in the MyCompassion iPad app, restoring a stable experience for 10,000+ monthly users.
- Delivered 6+ reusable React components for the website redesign, cutting feature development time by ~30%.

IT Operations Intern | **American Fidelity** | *Edmond, Oklahoma*

January 2025 - April 2025

- Supported 50+ users with hardware and software troubleshooting, device setup, and training.
- Audited an internal system with a Senior IT Operations Analyst, redesigned the workflow, and wrote 2 knowledge base documents to train staff on the new process.

IT Specialist | **Oklahoma Christian University** | *Edmond, Oklahoma*

August 2022 - December 2024

- Identified long in-person wait times during a student-worker shortage and designed a centralized intake process that triaged support requests and routed users to the right specialist.
- Resolved tickets for students, staff, and faculty from intake to resolution and wrote self-service guides.

Product Manager Apprentice | **kLab** | *Kigali, Rwanda*

May 2022 - June 2022

- Supported incubation of 3 early-stage startups at Rwanda's leading tech hub, contributing to stakeholder documentation, progress reporting, and workflow coordination using Figma and Google Sheets.

PROJECTS

Founder & Product Lead | **Entry.One** | entryone.co

October 2025 - Present

- Founded a storytelling platform turning coffee chat insights into mentorship content for early-career talent; 250+ active users.
- Interview early-career professionals and synthesize their stories into published content, owning discovery, content planning, and launches.

Kinyarwanda Language Model | [GitHub](#)

- Built and evaluated a QLoRA fine-tune of a 12B model for Kinyarwanda tutoring. Ran a blinded comparison across 150 prompts, found fine-tuning regressed general ability, and reported the honest result.

CERTIFICATIONS

AT&T Technology Program, CodePath Applied AI/ML Engineering, and Girls Who Code Product Strategy.

Affiliations: Harvard WECODE Fellow, Grace Hopper Scholar, National Society of Black Engineers, and Rewriting the Code.