

# **MWESIGWA ALLAN**

## **Director, Students' Affairs**

Kampala, Uganda | [directorsa@utam.ac.ug](mailto:directorsa@utam.ac.ug), [amwesigwa@utam.ac.ug](mailto:amwesigwa@utam.ac.ug); +256778398704, +256755887271

### **PROFESSIONAL PROFILE**

I possess strong multi-disciplinary analytical and management skills in ICT, administrative law, performance management, monitoring evaluation accountability and learning (MEAL) as a result of having taken academic and professional qualifications in information technology and systems, administrative law, project management monitoring and evaluation. I am currently pursuing postgraduate training in computer security and Human Resource Management and Development to consolidate my skills base.

Over the years I have accumulated working experience in the management of students' affairs, students' welfare, student support services, ICT support, information and data management and governance, cyber and network security, information and digital systems management and administration among others.

I am very passionate about leveraging technology to enhance student experience and institutional efficiency.

### **EDUCATION**

Master of Science in Computing (Computer Security) – UTAMU (Expected to graduate in May 2027)

Postgraduate Diploma in Human Resource Management and Development – UTAMU (Expected to Graduate in May 2027)

Certificate in Administrative Law – UTAMU (Completed; Graduation in Nov 2026)

Certificate in Project Planning, Monitoring and Evaluation – UTAMU (May 2026)

Bachelor of Information Systems and Technology – UTAMU (Nov 2025)

### **WORK EXPERIENCE**

**1. Ag. Director Students Affairs**, Universal Technology and Management University, Sept 2026 – Present

#### **Key Responsibilities:**

- Coordinate student support services, ensuring timely dissemination of information on student activities and university affairs
- Plan, implement, monitor, and evaluate student programmes and initiatives to enhance participation, leadership, and talent development
- Oversee games, sports, clubs, societies, and co-curricular activities to promote holistic student development

- Promote student welfare, wellbeing, safety, and support systems across the university
- Provide oversight and administrative support to the Students' Guild, fostering collaboration with University Management
- Coordinate guidance, counselling, and mentorship programmes addressing academic, social, and career needs
- Manage student discipline processes, ensuring fairness, consistency, and compliance with university policies
- Promote student representation and engagement, strengthening communication channels between students and management
- Ensure proper documentation, reporting, and record management of all student affairs activities
- Support implementation and review of student-related policies and regulations
- Collaborate with stakeholders including management, academic units, counsellors, and security teams
- Ensure compliance and risk management in all student affairs operations
- Advise University Management on emerging student issues and recommend strategic interventions

## **2. ICT Technical Support Officer, Universal Technology and Management University, Jan 2026–August 2026**

### **Key Responsibilities:**

- Provide comprehensive technical support for university systems including the Learning Management System (eLearning), student portal, and institutional email platforms
- Diagnose and resolve hardware, software, and network-related issues to ensure minimal downtime and continuity of academic and administrative services
- Administer user accounts, access controls, and system configurations for students and staff
- Support integration and optimization of institutional systems to improve efficiency and user experience
- Conduct user training sessions and technical orientations for students and staff on digital platforms and tools
- Collaborate with Academic Registrar, Admissions, and ICT teams to ensure accurate student data management and system accessibility
- Monitor system performance and proactively identify and resolve potential technical issues
- Provide real-time support during registration, examinations, and other critical academic processes
- Maintain documentation of technical issues, resolutions, and system updates for reporting and knowledge sharing

## **3. ICT Technical Support Assistant, Universal Technology and Management University, July 2025–December 2025**

### **Key Responsibilities:**

- Assisted in the maintenance and operation of ICT infrastructure including computers, networks, and institutional systems

- Provided first-level technical support to students and staff, resolving common system and access issues
- Supported student onboarding processes including account creation, portal access, and eLearning setup
- Guided students in the use of digital platforms such as the LMS, email systems, and student portal
- Participated in system testing, updates, and troubleshooting under supervision of senior ICT staff
- Helped maintain accurate records of technical requests and support activities
- Supported campus ICT operations during peak periods such as admissions and registration
- Contributed to improving user satisfaction through timely and effective support services

#### **4. Social Media Manager, Universal Technology and Management University, 2023–Present**

##### **Key Responsibilities:**

- Develop and implement digital communication strategies to enhance institutional visibility and engagement
- Manage and administer social media platforms (e.g., Facebook, LinkedIn, X) ensuring consistent and professional brand presence
- Design and produce high-quality digital content using tools such as Canva, Adobe Photoshop, and video editing software
- Plan and execute online campaigns for admissions, events, and university activities
- Monitor, analyze, and report on engagement metrics to inform data-driven communication decisions
- Engage with online audiences by responding to inquiries, comments, and messages in a timely and professional manner
- Collaborate with marketing and academic teams to promote programmes, events, and student success stories
- Maintain content calendars and ensure timely dissemination of information
- Support live coverage and digital promotion of university events and activities

#### **KEY SKILLS & COMPETENCIES**

- Student Affairs Leadership & Administration: Strategic planning, coordination, and management of student affairs functions including welfare, discipline, and engagement
- Student Welfare, Discipline & Engagement: Experience in handling student issues, conflict resolution, and promoting inclusive student participation and wellbeing
- Policy Implementation & Compliance: Strong understanding of institutional policies, regulatory frameworks, and adherence to governance standards in higher education
- ICT Support & Systems Administration: Proficient in managing Learning Management Systems (LMS), student portals, email systems, and troubleshooting ICT infrastructure
- Cybersecurity Fundamentals: Knowledge of system security, data protection practices, and safe digital environments within institutional settings

- Project Planning, Monitoring & Evaluation (PM&E): Skilled in designing, implementing, and assessing projects with measurable outcomes and impact
- Data Analysis & Visualization: Ability to interpret data, generate insights, and present findings using appropriate digital tools
- Leadership, Communication & Stakeholder Engagement: Effective communicator with experience working with students, staff, management, and external stakeholders
- Digital Content Creation: Advanced use of Canva, Adobe Photoshop, and basic video editing tools for professional communication and branding
- Problem-solving & Critical Thinking: Analytical mindset with the ability to identify challenges and implement practical, timely solutions
- Training & Capacity Building: Experience in conducting orientations, workshops, and user training sessions for students and staff
- Time Management & Multitasking: Ability to manage multiple responsibilities efficiently in fast-paced academic environments

## **RESEARCH & PROJECTS**

### **SignSpeak: Real-Time Speech-to-Sign Language Translation System**

- Designed and developed an AI-driven system that converts spoken language into sign language using animated avatars to support inclusive communication
- Applied Natural Language Processing (NLP) and speech recognition technologies to process and translate audio input into meaningful visual output
- Developed backend systems using Python frameworks (FastAPI/Flask) and integrated with web-based front-end technologies (HTML, CSS, JavaScript)
- Contributed to improving accessibility in healthcare and public communication, with initial application in hospital environments
- Conducted system testing, validation, and usability assessments to ensure accuracy and user-friendliness
- Collaborated within a development team to design system architecture, user interface, and database integration
- Demonstrated innovation, problem-solving, and application of emerging technologies in real-world scenarios

## **LANGUAGES**

- English: Fluent (Excellent written and verbal communication skills suitable for academic and professional environments)
- Runyankore: Fluent (Native proficiency)
- Luganda: Good working proficiency (effective in everyday communication and engagement)
- Kiswahili: Good working proficiency (functional communication in regional contexts)

## INTERESTS

- Volleyball: Active participation in team sports, promoting teamwork, discipline, and physical fitness
- Chess: Strong interest in strategic thinking, planning, and problem-solving through competitive and recreational play
- Indoor and Strategy-Based Games: Engagement in activities that enhance cognitive skills, concentration, and decision-making
- Technology Innovation and Research: Passion for emerging technologies, particularly in cybersecurity, artificial intelligence, and digital transformation
- Student Mentorship & Leadership Development: Interest in guiding and empowering students through leadership and personal development initiatives

## REFEREES

### **Eng. Kasagga Usama**

Ag. Deputy Vice Chancellor -UTAMU  
+256703712913

### **Prof. Fred Paul Mark Jjunju**

Professor of computer science in the department of computing and engineering,  
School of technology computing and engineering.  
fpmjjunju@utam.ac.ug

### **Assoc. Prof. Dr. Kassim Kalinaki**

Dean, School of Technology, Computing and Engineering - UTAMU  
+256775936031

### **Mary Komunte**

Head of Department, Information Systems and Technology - UTAMU  
+256787122810

### **Simon Peter Kabiito**

Head of Department, Computing and Engineering - UTAMU  
+256785217041