






## Lateef Sanusi

 Dundalk, Ireland |  lateefsanusiit@gmail.com |  085 228 7083  
 [LinkedIn](#) |  [GitHub](#)

---

## Experience

### Co-Owner & Operator

*LandM Afro-Caribbean Store – Dundalk*  
*Jan 2021 – Present*

- Managed end-to-end retail operations, including staffing, inventory control, and customer service, to ensure smooth daily performance
- Negotiated with 10+ vendors to maintain high-quality, culturally relevant stock while reducing procurement costs by optimizing supplier contracts
- Established and maintained bookkeeping processes for cash flow monitoring, tax preparation, and inventory reconciliation
- Expanded customer base through targeted social media campaigns and in-store community events, boosting foot traffic and brand recognition
- Ensured full compliance with health and safety regulations while redesigning store layout to enhance customer experience and maximize space efficiency

### Product Support Engineer internship

*Telnyx – Dublin*  
*Mar 2022 – Sep 2022*

- Delivered technical support through ServiceNow, resolving over 95% of tickets within SLA by triaging issues and following streamlined escalation protocols
  - Managed 100+ Active Directory accounts, supporting onboarding, access permissions, and role-based configurations for internal staff
  - Diagnosed and resolved network, VPN, and Microsoft 365 issues, ensuring minimal downtime and fast resolution times
  - Created internal knowledge base articles and reusable troubleshooting scripts to improve support team efficiency and consistency
  - Improved average response time by analyzing ticket workflows, identifying bottlenecks, and implementing automation strategies
- 

## Education

### BSc (Hons) in Computer Applications

*Dublin City University – Graduated 2024*

**Key Modules:** Full Stack Development, Cryptography, Artificial Intelligence, Web Design, Data Mining

---

## Projects

### [FinanceWise](#)

Personal finance app that uses OCR to parse receipts

- Built with Kivy (frontend), Python (backend), and Firebase (storage)

### [Policy Peak](#)

Chrome extension that summarizes terms & conditions using the TextRank NLP algorithm

- Includes multi-language support
- 

## Certifications

- Python & Java (University of Helsinki – MOOC)
  - The Odin Project – Full Stack Development
- 

## Skills

**Languages & Frameworks:** Python, Java, JavaScript, React, SQL, HTML/CSS

**Tools & Platforms:** Git, Firebase, Docker, OCR, Active Directory, PowerShell, ServiceNow

**Other:** Networking, Microsoft 365, Technical Support, Troubleshooting

---

## Activities & Interests

**Leadership:** Event Organizer – Dundalk Muslim Community (DMC)

**Interests:** Web development, open-source projects, sports, art, travel

)