

# Craig Lawson

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## SUMMARY

With a Bachelor of Science in Computer Science from Atlantic Technological University, I've honed my expertise in creative problem-solving and quality assurance. Recently, I navigated the retail space as an Assistant Retail Manager at Cape May Trading Post, integrating my organizational skills with a cybersecurity-focused approach to operations.

My tenure at Mullen's Spar as a Retail Cashier allowed me to apply my technical knowledge to streamline processes and enhance customer experience. Committed to continuous learning, I achieved a Cybersecurity Essentials certification, reinforcing my dedication to safeguarding digital assets while leveraging technology in the retail industry.

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## WORK EXPERIENCE

### IT Support Specialist

#### Clanwilliam Health - Sligo, Ireland

*April 2023 - October 2023*

- Acted as a Hardware Desk Specialist, providing direct support to customers.
- Worked with technologies including MySQL Database backups and migrations.
- Provided assistance with software such as HPM, Socrates, HealthOne, ADDS, and the Microsoft Suite.
- Managed hardware-related tasks and troubleshooting.

### Shop Manager

#### The Original Fudge Kitchen - Cape May, NJ, USA

*June 2023 - October 2023*

- Managed staff, including recruitment, training, and motivation of employees.
- Monitored customer service quality, ensuring a high level of satisfaction.
- Managed inventory: tracking stock levels, ordering products, and working with suppliers.

### Retail Cashier

#### Mullen's Spar - Sligo, Ireland

*January 2018 - December 2024*

- Processed transactions, including handling payments, issuing receipts, and balancing the cash register at the end of shifts.
- Assisted customers with purchases, answering questions, and providing information about products and promotions.

### Process Executive CSR

#### InfoSys BPM - Waterford, Ireland

*November 2024 - Present*

- Assisted customers with billing inquiries, payment processing, and troubleshooting discrepancies for EE, ensuring accurate and efficient resolution of account issues.
  - Provided account updates, explained charges, processed refunds or adjustments, and supported customers with payment plans or contract queries.
  - Identified opportunities to enhance customer experience by recommending relevant plans, add-ons, or services while maintaining high customer satisfaction and retention.
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## EDUCATION

### Bachelor of Science - BS, Computer Science

#### Atlantic Technological University - Sligo, Ireland

*January 2020 - December 2024*

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# PROJECTS

## PR300

### Atlantic Technological University - Sligo, Ireland

*September 2022 - March 2023*

#### Facial Recognition Security System

A security system leveraging AWS Rekognition, Python, and Raspberry Pi 4 to perform facial recognition-based access control. The system utilizes a face detection screen and an electronic lock, which activates only after verifying authorized faces from an S3-stored database of images. The project includes integration with AWS services through API Gateway.

## PR400

### Atlantic Technological University - Sligo, Ireland

*September 2023 - March 2024*

This project showcases the implementation of an advanced image segmentation model using Detectron2. The FoodSeg103 dataset, which contains images of various food items, is used to train a model that can classify and segment different foods within an image.

The core of this project includes:

- Pre-processing and handling the FoodSeg103 dataset.
- Using Detectron2 to build, train, and evaluate a segmentation model.
- Visualizing results and improving model performance through tuning.

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## SKILLS

• Python, C#, AWS, Azure / ADDS, Cisco, HTML / CSS + JS, Computing Hardware, React