

# CRAIG LAWSON

BC, COMPUTER SCIENCE



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## Experience

### Clanwilliam Health (April - October 2023)

IT Support Specialist

- 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.

### The Original Fudge Kitchen (June - October 2023)

Shop Manager

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

### Mullen's Spar (2018 - 2024)

Retail Cashier

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

### InfoSys BPM (2024 - present)

Process Executive CSR

- Assisting customers with billing inquiries, payment processing, and troubleshooting discrepancies for EE, ensuring accurate and efficient resolution of account issues.
- Providing account updates, explaining charges, processing refunds or adjustments, and supporting customers with payment plans or contract queries.
- Identifying opportunities to enhance customer experience by recommending relevant plans, add-ons, or services while maintaining high customer satisfaction and retention.

## Education

2020 - 2024

Atlantic Technological University

**Bachelor of Science - BS,  
Computer Science**

\*\*Graduated with second class honours  
grade 1 (2:1)

### Core Modules

- Converged Networks
- Infrastructure Security Testing
- Cyber Security
- Virtualization Infrastructure
- AWS Academy Cloud Architecting
- Hybrid Cloud Management
- Software Defined Networks
- Advanced Networks Design

## Top Skills

- Python
- C#
- AWS
- Azure / ADDS
- Cisco
- HTML / CSS + JS
- Computing Hardware

## Projects

Subject: *Training  
object detection model  
on a selected dataset*

Language: Python

## Programs

Recently participated  
in a J1 work&travel  
program in America