

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.

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 2024 - October 2024

- 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 - November 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.

EDUCATION

Bachelor of Science - BS, Computer Science

Atlantic Technological University - Sligo, Ireland

August 2020 - October 2024

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.

Personal Portfolio

Live Project: craiglawsonnn.github.io/por

Tech Stack: React.js, Framer Motion, Three.js, GSAP, EmailJS, CSS Modules

A responsive, animated personal portfolio designed and built from scratch to showcase my projects, skills, and experience. It features an immersive 3D interactive model using Three.js, smooth page transitions with Framer Motion and GSAP, and a fully functional contact form using EmailJS. The layout adapts fluidly across devices, offering optimized experiences on desktop, tablet, and mobile.

Key Features:

- **Custom 3D Avatar Animation** – Built using Three.js to create a unique, engaging homepage experience.
- **Animated Navigation & Sections** – Scroll-based effects and smooth transitions highlight key content areas like Experience, Projects, and About.
- **CV Dropdown Button** – A floating button that allows users to download my CV in various formats (PDF, DOC, Beautified).
- **Mobile Optimization** – Tailored layouts for smaller viewports including restructured project cards and hidden sidebar navigation with hamburger toggle.
- **EmailJS Integration** – Contact form functionality with client-side email delivery.
- **Custom UI Styling** – Built from scratch with a dark theme and golden accent colors to reflect a modern, professional aesthetic.

This project allowed me to demonstrate my frontend skills, experiment with animation libraries, and deploy a professional site using GitHub Pages. It also helped sharpen my eye for UX design and responsiveness across devices.

SKILLS

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