Craig Lawson  
Drumcliffe, Sligo • [craig.lawson89@gmail.com](mailto:craig.lawson89@gmail.com) • +353873652502 • https://www.linkedin.com/in/craig-law-son

**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 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.

**EDUCATION**

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

**Atlantic Technological University - Sligo, Ireland**  
*January 2020 - December 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.

**SKILLS**

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