

Christopher Lawson, MIS

Highly skilled IT and Data Analyst possessing a background in Software Development and Engineering with 7+ years of experience in security and a history of providing emergency resolutions. Proven ability to learn quickly demonstrated by successfully implementing new security technologies and procedures resulting in a 95% customer satisfaction rate.

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SELECTED EXPERIENCE

Clemson University, Clemson, SC — *Graduate Research Assistant*

AUGUST 2023 - PRESENT

Actively engage in collaborative research efforts, including grant proposals and research papers, aimed at advancing accessibility and Human-Computer Interaction (HCI). Assist in the planning and execution of experiments and user studies related to self-driving vehicles, social networking sites, educational technologies, and more. Analyze research data and contribute to the interpretation of results, drawing meaningful insights to inform the design of accessible technologies. Contribute to the preparation and submission of research findings to top-tier academic conferences and journals in the field. Stay updated on the latest developments in HCI, accessibility, and assistive technology to identify opportunities for innovative research.

Stanford University, Palo Alto, CA — [University Innovation Fellow Stanford d.School](#)

OCTOBER 2021 - PRESENT

Facilitated over 20 design thinking workshops for faculty and staff at the School of Library and Information Science (SLIS) at North Carolina Central University (NCCU), resulting in increased understanding and adoption of design-centered approaches to student recruitment, student retention, and creating outside opportunities. Developed and implemented a “landscape canvas” survey to identify potential areas of growth for future design-oriented education at NCCU, resulting in the identification of 3 new opportunities for innovation and entrepreneurship on campus. Attended immersive on-site workshops at Stanford University’s d.school, gaining expertise in the innovation and entrepreneurship ecosystem and developing system thinking skills and a variety of design approaches to support work as a change agent in higher education. Created and implemented a variety of activities to enhance the innovation and entrepreneurship ecosystem at NCCU, resulting in the creation of 5 new student-led initiatives, 3 new experiential events, and 2 new course offerings focused on innovation and entrepreneurship.

North Carolina Central University, Durham, NC — *Program Training and Development Manager*

FEBRUARY 2023- PRESENT

Coordinate with partner organizations for the Digital Equity Leadership Program (DELP) to deliver training programs and recruit participants from anchor communities. Track the number of training events coordinated,

EDUCATION

Ph.D. Candidate, Human Centered Computing –
Clemson University – In Progress

Master of Science, Library & Information Sciences – North Carolina Central University –
GPA 3.6 - 12/2022

Bachelor of Arts, Visual Media & Graphic Design – North Carolina Agricultural & Technical State University (also took courses in IT and Computer Science) – GPA 2.9
- 05/2021

SKILLS

Python, including machine learning, natural language processing, and authorship attribution – 2 years

SQL and relational database design and management including MySQL, Oracle, and Access – 2 years

Windows Administration & Systems Administration - 7 years

International Traffic in Arms Regulation (ITAR) & Identify

including the number of participants involved, and the topics covered. Be responsible for recruiting and hiring staff to serve as Digital Navigators. Quantify the success rate of the Digital Navigator program by tracking how many residents in the communities we can assist with home internet service, internet-capable devices, and coaching in digital skills. Highlight the importance of providing educational programs and scaling digital navigator services to residents of eligible anchor communities. Track the number of education programs provided, as well as the topics covered and the number of residents who participated. Measure the impact of the program by tracking the progress of participants in terms of their digital skills, job placement, and other outcomes. Highlight the importance of program evaluation and assessment. Highlight experiences conducting program evaluations, developing statistical and narrative reports, and using data to improve the effectiveness of the program. Track customer satisfaction by recording requests for services in a Customer Relationship Management (CRM) system, and reporting data about training engagements.

North Carolina Central University, Durham, NC — Graduate Researcher

AUGUST 2021 - FEBRUARY 2023

Conducted research using python and machine learning techniques resulting in a 15% increase in the detection of security events of interest. Presented findings at conferences, research symposiums, and other engagements. Created, reviewed, and updated over 100 control implementation statements within System Security Plans with supporting statements and evidence. Developed feedback surveys for the Association for Computing Machinery (ACM) and the Association for Information Science and Technology (ASIS&T) resulting in improved threat intelligence and proactive incident response. Conducted literature reviews and research on subjects in the areas of machine learning, human-computer interaction, diversity, equity, and inclusion (DEI). Stayed up to date on the latest tools, techniques, and processes used by cyber criminals resulting in improved threat intelligence and proactive incident response.

Apple, Inc., Raleigh, NC — Retail Data Analyst II & Project Manager

NOVEMBER 2021 - MAY 2023

Successfully implanted new security technologies and procedures, demonstrating the ability to learn quickly and adapt to new challenges. Consistently provided exceptional customer service, resulting in a 95% customer satisfaction rate through clear and timely communication with all stakeholders. Utilized business intelligence (BI) analysis skills using SQL, SAS, and R to create visualizations with Tableau for real-time data-driven decision-making. Collaborated with market leaders, store leadership, and company executives to define and execute project requirements for equipment management. Solved complex business problems through statistical analysis and scalable process creation, resulting in over \$1 million in recouped hardware for the company. Responded to over 150 emails from users and business managers, achieving a 90% satisfaction rate from end-users. Successfully created and implemented comprehensive roadmaps for work processes, resulting in a 20% increase in team efficiency and productivity.

and Access Management (IAM) – 2 years

Tableau- 2 years

Cyber Security/Information Security including network analysis using Wireshark, penetration testing, and detecting vulnerabilities – 4 years

AWS Cloud & Azure – 2 years

PROFESSIONAL SERVICE & AWARDS

Chapter President, Association for Computing Machinery 2021 - 2022

Chapter President, Association for Information Science & Technology 2021 - 2022

Community Engagement Award, North Carolina Central University School of Library and Information Sciences - 2022

CERTIFICATIONS

The RCR For Social & Behavioral Sciences Certification – CITI Program - 2023

Social & Behavioral Research Certification – CITI Program - 2023

Information privacy Security (IPS) Certification – CITI

St. Augustine University, Raleigh, NC — System Administrator

JULY 2022 - OCTOBER 2022

Maintained high attention to detail throughout all tasks, resulting in a 99% accuracy rate in access provisioning. Assisted in managing and processing over 500 request tickets in SailPoint and Service Now, resulting in a 75% reduction in ticket backlog. Managed Active Directory (AD) accounts with Microsoft Azure. Administered Office 365 access to all levels of faculty and staff including students. Translated business requirements and user needs into functional and technical specifications, ensuring that business requirements were incorporated into the solution design. Elicited and managed requirements and software development models including agile methodologies. Performed life cycle management, analysis planning, and monitoring, requirements analysis, and design definition. Provided system training and developed support materials for distribution. Worked with various teams to improve the integration of services to the security toolset, resulting in a 30% increase in the efficiency and effectiveness of security operations. Supported customer and team requests for data and artifacts from solutions such as Antivirus, SIEM, IR processes, tickets, and vulnerability scans, resulting in a 15% increase in customer satisfaction. Documented and tracked the status of all findings within the Plan of Action and Milestones (POA&M), resulting in a 100% compliance rate.

XPO/GXO Logistics, Greensboro, NC — Information Technology System Administrator

OCTOBER 2020 - OCTOBER 2021

Successfully provisioned access to over 1000 users across multiple business applications and Active Directory, resulting in a 35% reduction in access-related incidents. Worked with over 50 managers to resolve access issues, resulting in a 95% success rate in resolving issues in a timely manner. Trained and onboarded 10 new team members on access provisioning procedures, resulting in a 20% increase in team efficiency. Performed operations management and systems administration using applications such as Microsoft Azure. Utilized Palo Alto and SolarWinds to monitor company-wide network nodes and servers. Installed and upgraded computer hardware and software, managed virtual machines and ran Application Programming Interface (API) scripts. Administered accounts via Active Directory, provisioning VPN access, and other policies. Created and managed multiple order management consoles for internal and external end-users. Provided incident response expertise in resolving multiple levels of emergencies for Fortune 500 companies and restarting application servers connecting to 100+ Oracle databases housing warehouse management and order management systems. Collaborated and coordinated with internal and external stakeholders to provide resolutions for complex system failures and high risks emergency situations. Ensured that all ITAR and CUI data was handled, stored, and processed in compliance with relevant regulations and guidelines, as well as working with ITAR-compliant cloud environments to securely store and process sensitive data. Monitored and audited access to the data, implemented security controls to protect it and ensured that any third-party vendors or partners also comply with ITAR and CUI regulations.

North Carolina Agricultural & Technical State University, Greensboro, NC — Cybersecurity Associate

JUNE 2019 - JUNE 2020

Program - 2023

Essentials of Research
Administration Certification
- CITI Program - 2023

CITI Conflicts of Interest
Certification - CITI Program
- 2023

Artificial Intelligence
Practitioner Certification -
IBM - 2023

Enterprise Design Thinking
Practitioner Certification -
IBM - 2022

Certified in Cybersecurity (CC)
- (ISC)2 - 2022

Cybersecurity Certification -
North Carolina Agricultural &
Technical State University -
2019

Navy Lean Six Sigma White
Belt Certification - US Navy -
2018

PUBLICATIONS & PRESENTATIONS

[NCCU Students Join Prestigious University Innovation Fellows Program - North Carolina Central University](#) - Christopher Lawson, Dr. Siobhan D. Grady, Maya Hamer - Published - 2022

[Soaring Into STEM "An HBCU Perspective On Affecting Change In Higher Education pg. 54-55 - Stanford](#)

Analyzed and identified security vulnerabilities in multiple business applications, resulting in the implementation of additional security controls and a 40% reduction in security incidents. Demonstrated strong problem-solving skills by resolving complex access-related issues within tight timelines, resulting in a 95% success rate in meetings SLAs. Contributed to a positive team environment by consistently collaborating and supporting team members, resulting in a 30 % increase in team productivity. Used anti-malware tools like Malwarebytes and McAfee to check for network vulnerabilities. Used Wireshark to provide network analysis and be alerted for any malicious cyber-attacks. Performed research and data analysis in the areas of human-computer interaction, machine learning, and authorship attribution using Python. Created a Twitter developer account coupled with GitHub and Twitter's API to collect tweets and perform data analysis using Python.

Ramah Restoration Outreach Center, Reidsville, NC — Desktop Support

SEPTEMBER 2015 - JUNE 2018

Provided end-user support in the areas of systems operations, networking, hardware, and software while monitoring the network for any malicious worms or trojans using Zabbix. Led cyber security projects and performed incident remediation for all levels of emergencies. Maintained company security by creating procedures, setting up antivirus programs on workstations, monitoring email policies, and performing periodic backups to prevent information loss and unauthorized access. Provided support for a wide range of security tools in a multi-tenant environment, resulting in improved security posture for all tenants. Created and investigated over 50 security incidents, successfully mitigating current threats, and implementing preventive measures to avoid future occurrences.

[University](#) – Christopher Lawson, Dr. Siobhan D. Grady, Maya Hamer - Published – 2022

Real-time Fault Detection In Autonomous Vehicles – North Carolina Central University – Christopher Lawson, Dr. Siobhan D. Grady – Presented – 2022

Centers of Excellence Research Symposium – North Carolina Agricultural & Technical State University – Christopher Lawson, Dr. Tonya Smith-Jackson, Dr. Siobhan D. Grady - 2021