Gregory Crawford

[**trianta.dev**] . [gregcraw2001@gmail.com] . [618 830 5817] . [Swansea, IL]

Education

Bachelor of Science in Computer Science (Completed: May 2024)
Southern Illinois University Edwardsville

- **GPA:** 3.15
- Participated in team projects as a **team lead** or contributor to develop leadership and collaboration skills, such as communicating effectively with team members, managing project timelines and resources, and making informed decisions.
- Had hands-on experience with development tools and technologies like **Git** , **Jenkins** , and **Docker** to automate testing, deployment, and monitoring of software applications. Successfully implemented a continuous integration pipeline that reduced build times by 75%.

Projects

Server Management (May 2021 - Current)
Personal Website

- Managing a fleet of three servers using **Docker** for deploying services and **Apache** for domain and subdomain routing.
- Wrote scripts in **Bash** to automatically perform routine tasks such as backups on **Debian Linux** servers.
- Manage the network infrastructure to allow for local management of DNS as well as simplified access through private domain addresses for accessing the servers.
- Servers are accessed using **SSH** and secured by only allowing private key encrypted logins.

Experience

System Administrator (September 2024 - Current)
Gerold Moving

- Digitized old systems to new faster methods that allowed the employee to spend less time per document, increasing productivity by 30%.
- Designed efficient methods for managing internal tools, improving manageability and reducing the annual operating cost by over $1,000.
- Organized a centralized knowledge base that collects information for common technical issues, including step-by-step instructions and relevant screenshots, to facilitate easy access and understanding.
- Conducted troubleshooting processes to diagnose and resolve problems related to software applications and network connectivity.

IT Help Desk (May 2022 - July 2022)
Vinali Staffing

- Handled technical support requests from users via phone, email, or chat, using skills like communication and problem-solving to resolve issues. Resolved an average of 82% of all technical issues on first contact.
- Responded to issues related to hardware, software, and networking problems using knowledge of systems and applications.
- Achieved an exceptional level of performance and quality within just one month by minimizing call time and post-call time while increasing the rate of issues fixed, exceeding expectations of an average time to reach it being nearly a year.
- Successfully maintained a 94% customer satisfaction rating throughout my tenure and reduced my average conclusion time from 16 minutes to under 5 minutes.

IT Help Desk (November 2017 - July 2021)
Gerold Moving

- Provided technical support, including malfunctioning software and networking issues.
- Fixed issues regarding computers running Microsoft Windows, as well as with Microsoft Office 365 software and services.
- Disassembled and reassembled computer systems to identify and fix problems with individual parts or components.

Awards

Eagle Scout (Completed: June 2019)

- Achieved the rank of Eagle Scout as a member of Boy Scouts of America.
- Served for over a year as the Senior Patrol Leader of approximately 16 Boy Scouts, organizing, coordinating, and leading the troop during this time to reach their goals for the next rank.
- Demonstrated self-discipline and responsibility by managing time and resources effectively, completing service projects and achieving rank goals.