

# Gregory Crawford

[ [trianta.dev](https://trianta.dev) ] . [ [gregcraw2001@gmail.com](mailto:gregcraw2001@gmail.com) ] . [ 618 830 5817 ] . [ Swansea, IL ]

## Education

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### 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%.
- Developed proficiency in programming languages such as **C**, **C++**, **Python**, and **JavaScript**.

## Skills

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- **Programming Languages:** C++, C, Bash, Python, TypeScript, JavaScript
- **Tools:** SSH, Git, Apache, Docker, Jenkins, VirtualBox, Caddy
- **Operating Systems:** Windows, Linux, Ubuntu, Debian, Arch

## Projects

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### Server Management (May 2021 - Current)

#### [Personal Website](#)

- Managing a fleet of four servers using **Docker** for deploying services and **Caddy** 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.

### Open Source Contributions

#### [Github Profile](#)

- Some Merged Pull Requests: [ [hyprwm/Hyprland#7683](#) ] . [ [hyprwm/Hyprland#7575](#) ] . [ [hyprwm/Hyprland#7633](#) ]
- Collaborated on the launch of new project features, integrating user feedback into design iterations.
- Contributed 9 times to the Hyprland project which uses C++26, resulting in over 150 changed lines.
- Thoroughly tested software features in an isolated environment before releasing it into wider use.

### trianta.dev

#### [lab.trianta.dev/Trianta/trianta.dev](#)

- Created, designed, and continuously host a personal website at `trianta.dev`, which showcases some of the completed projects that were developed using **TypeScript** and **JavaScript**.
- Automatically built and deployed using a combination of **Jenkins** pipelines and a **Docker** container built from a Dockerfile.
- Utilized Git to manage and track changes within the project, along with the issues feature of Gitea to plan for future ideas.

### snakeplusplus

#### [lab.trianta.dev/Trianta/snakeplusplus](#)

- Created a fast and efficient game of Snake using C++ with the SFML library to display the game.
- Utilizes **object-oriented programming** principles to design and implement a modular architecture.
- Easily built and used on any computer system, thanks to the use of `CMake` which makes compilation simple and straightforward.

## Experience

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### Slot Technician (January 2025 - Current)

River City Casino & Hotel

- Quickly diagnose and resolve complex slot machine malfunctions, minimizing downtime and ensuring seamless guest operations.
- Repair and replace faulty circuit boards, utilizing soldering and diagnostic techniques to restore full machine functionality.
- Conduct thorough inspections and perform preventative maintenance, identifying potential issues before they impact machine operation.
- Maintain detailed and accurate logs of all maintenance and repair activities, complying with all operational standards.

## **System Administrator (September 2024 - December 2024)**

### **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**

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### **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.