

Gregory Crawford

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EXPERIENCE

IT Help Desk (November 2017 - July 2021)

Gerold Moving

- Conducted troubleshooting processes to diagnose and resolve problems related to software applications and network connectivity.
- Utilized technical expertise to analyze and resolve issues with various hardware components.
- Provided guidance on using Microsoft Office applications, including Word and Excel, to help improve productivity and efficiency.

System Administrator (September 2024 - Current)

Gerold Moving

- Updated old systems to new methods to digitize current practices, increasing productivity by 30%.
- 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.
- Resolve issues with Microsoft Windows and Office 365 software and services.

Help Desk Level 1 (May 2022 - July 2022)

Vinali Staffing

- Responded to technical support requests from users via phone, email, chat, or in-person, using skills like communication and problem-solving to resolve issues. Successfully resolved an average of 82% of all technical issues on first contact.
- Resolved 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, exceeding expectations of an average time to reach it being nearly a year. Successfully maintained a 94% customer satisfaction rating throughout my tenure.
- Reduced the average response time from 16 minutes to under 5 minutes.

TECHNICAL SKILLS

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

PROJECTS

Server Management (May 2021 - Current)

Personal Website

- Caring for and updating several servers that use technologies such as **Docker** and **Apache** to make sure they run smoothly and securely. Managing a fleet of 3 servers, reducing downtime by an average of 40%.
- Scripts written in **Bash** that could **automatically perform routine tasks** on computers running the Linux operating system.
- Found and fixed technical issues with my software, and created improvements to update and correct it for future use.
- Created and put online a website, using **Jenkins** to help manage the building process, and Docker to make sure everything works together properly.

Open-Source Contributions

Github Profile

- 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.
- Revived an old project request that had been stuck in limbo for over a year by updating and recreating it, and it was successfully accepted and added to the system due to new user demand.
- Thoroughly tested software features in an isolated environment before releasing it into wider use.
- Worked together with the main coding team to make sure the project meets all of the code quality standards.

trianta.dev

lab.trianta.dev/Trianta/trianta.dev

- I created, designed, and am still hosting my personal website at trianta.dev.
- Showcases some of the open-source projects I've developed using programming languages like JavaScript and Typescript.
- The design and layout of the site were organized and implemented using the HTML and CSS languages.
- Utilized a version control system called Git to manage and track changes in my projects.

EDUCATION

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