Gregory Crawford

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EXPERIENCE

System Administrator (September 2024 - Current)
Gerold Moving

- Participated in incident response efforts to mitigate potential security breaches and provide support during crisis situations, resulting in a 40% reduction in system downtime and a 25% increase in user satisfaction.
- Designed and deployed a system for generating and managing complex passwords using principles from industry-leading frameworks like NIST 800-63.
- Developed a centralized knowledge base that housed detailed guides, procedures, and troubleshooting steps for resolving common technical issues. Organized the collected information into structured documents, including step-by-step instructions and relevant screenshots, to facilitate easy access and understanding.

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 95% of all technical issues on first contact.
- Resolved issues related to hardware, software, and networking problems, often on first contact, using knowledge of systems and applications to identify root causes. Escalated complex technical issues, resulting in timely resolution and improved user satisfaction. Reduced the average response time from 16 minutes to under 5 minutes.
- Achieved an exceptional level of performance and quality within just one month, exceeding expectations that it would take several years to reach. Successfully maintained a 99% customer satisfaction rating throughout my tenure.

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

- Conducted troubleshooting processes to diagnose and resolve problems related to software applications, operating systems, and network connectivity. Successfully resolved an average of 20 technical issues per week.
- 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 users improve their productivity and efficiency.

SKILLS

- **Programming:** C++, C, Bash, Python, SQL, JavaScript, HTML, CSS
- **Tools:** SSH, Git, Apache, Docker, Jenkins, MySQL, MariaDB, VirtualBox
- **Operating Systems:** Windows, Linux, Ubuntu, Debian, Arch

EDUCATION

B.S. in Computer Science (May 2024)
Southern Illinois University Edwardsville

- 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

- Cared for and updated several servers that use technologies such as **Docker** and **Apache** to make sure they run smoothly and securely. Successfully managed 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 Linux to save time and effort. **Used logging tools** to keep track of how the system was working, which helped me identify and solve any problems that came up quickly.
- 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.