

Gregory Crawford

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

Highly motivated and detail-oriented worker with previous experience in customer-facing roles. Excellent communication and problem-solving skills, with a strong ability to work under pressure.

EDUCATION

B.S. in Computer Science (May 2024)

Southern Illinois University Edwardsville

- Participated in team projects as a team lead or contributor, assisting fellow students and team members with complex technical issues.
- Organized and planned around schedules and due dates to manage multiple deadlines.
- Utilized ability to work independently and collaborate as part of a team.

EXPERIENCE

Help Desk Level 1 (May 2022 - July 2022)

Vinali Staffing

- Managed a high volume of customer queries and resolved issues in a timely manner.
- Responded to and resolved technical issues with strong analytical and troubleshooting skills.
- Clearly and effectively communicate information to others, providing them with the answers they needed.
- Collaborated with diverse groups including students, staff, and faculty.

IT Help Desk (November 2017 - July 2021)

Gerold Moving

- Resolved issues related to computers running the Windows operating system, as well as with Microsoft Office 365 software and services.
- Provided technical support, including malfunctioning software and networking issues.
- Took apart and put together computer systems to identify and fix problems with individual parts or components.

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. 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 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.