

Gregory Crawford

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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%.
- 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.
- Provided guidance on using Microsoft Office applications, including Word and Excel, to help improve productivity and efficiency.
- Conducted troubleshooting processes to diagnose and resolve problems related to software applications and network connectivity.

Help Desk Level 1 (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.

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

- 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.

Open-Source Contributions

Github Profile

- Some Merged Pull Requests: [[hyprwm/Hyprland#7683](https://github.com/hyprwm/Hyprland/pull/7683)] . [[hyprwm/Hyprland#7575](https://github.com/hyprwm/Hyprland/pull/7575)] . [[hyprwm/Hyprland#7633](https://github.com/hyprwm/Hyprland/pull/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.
- Revived and added an old feature request that had been left stale for over a year by updating and recreating it.
- 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.

EDUCATION

Bachelor of Science in Computer Science (Completed: May 2024)

Southern Illinois University Edwardsville