Gregory Crawford

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EXPERIENCE

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.

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** and Dockerfiles to manage the building pipelines and deployment.

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.

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.

EDUCATION

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