

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 (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.

Mover (November 2017 - July 2021)

Gerold Moving

- Moved heavy furniture and boxes from one location to another, often working in physically demanding conditions and adapting to changing situations.
- Worked as part of a team to complete moves efficiently, communicating effectively with colleagues to coordinate tasks and meet deadlines.
- Handled fragile or sensitive items with care, taking extra precautions to prevent damage and ensuring that they arrived at the new location in good condition.
- Provided excellent customer service by listening to clients' concerns, addressing their issues promptly and professionally, and resolving problems in a fair and courteous manner.
- Experience setting up or installing electronic equipment, including TVs, computers, and other devices.

EDUCATION

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

Southern Illinois University Edwardsville

- **GPA:** 3.15
- 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%.
- Developed proficiency in programming languages such as **C**, **C++**, **Python**, and **JavaScript**.

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](#)] . [[hyprwm/Hyprland#7575](#)] . [[hyprwm/Hyprland#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.

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.

OTHER SKILLS

- Eagle Scout, Software Development, Server Management
- Strong Attention To Detail, Communication, Collaboration