# GREGORY CROUCH

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## EDUCATION

**Information Technology, Bachelor of Science**          August 2015 – May 2020
**Frostburg State University**, Frostburg, Maryland
GPA 3.26/4.0

## EXPERIENCE

**Manager of Information System Specialist**          September 2022 –
The Potomac Jobs Corps, Washington, DC

- Identifies computer hardware problems and track those problems until they are solved. Makes recommendations to Senior Management.
- Clearly communicates and consistently models appropriate CSS and employability skills including personal responsibility and computer fluency.
- Maintain knowledge of developments in the area of systems and hardware.
- Works with CIS systems to ensure that the Job Corps Information Manager systems is compliant with Job Corps policies that contract CIS and SPAMIS/DATA Center  for error.
- Provides individual and group instructions, as needed, on the use of equipment and software applications and on network features.

**IT Specialist**          July 2022 – September 2022
The Arc of Southern Maryland, Prince Frederick, MD

- Experience in managing and maintaining Microsoft Azure cloud-based services and infrastructure.
- Proven ability to troubleshoot and resolve key card access system issues, including programming and re-programming key cards.
- Skilled in resolving printer jams and other hardware-related issues, including troubleshooting and coordinating with vendors for maintenance and repairs.
- Familiarity with device refurbishing procedures, including data wiping, hardware testing, and software installation.
- Strong ability to document technical issues and resolutions, using ticketing systems and knowledge management tools to improve efficiency.

**CMS Web Developer**          December 2020 – September 2021
The Bizzell Group, New Carrollton, MD

- Built and Designed 3+ websites that accomplished business goals and users satisfactory by average of 30%.
- Utilized graphics and web design principles to augment site accessibility, visual appeal, search engine optimization, mobile compatibility, and responsiveness.
- Worked with Clients / Content Owners to understand their requirements, manage solutions for expectations and develop a system/design solutions for existing and new websites.
- Collaborated with Project Managers to understand duties, scope, deliverables,

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**Skills:**

Adobe Cloud
-Photoshop
-InDesign
-Illustrator
-Dreamweaver

MS Office Suite
-Word
-Excel
-PowerPoint
-Access

Languages
-PHP
-HTML
-Azure

Databases
-MySQL
-SQL
-Oracle
-AWS

Operating Systems
-Windows
-Linux
-Mac

milestones, and priority requirements.

## Contractor / IT Associate                    September 2020 – December 2020

Elaine Ellis Center of Health, Kenilworth Ave. NE, Washington, DC

- Applied creative and management skills to enable small local business to stay competitive during the pandemic by improving online procedures.
- Provided tier 1, 2, and 3 technical support for Windows, Mac OS, Android, and Office 365, with hardware.
- Demonstrated strong knowledge of IT strategies and tactics by effectively maintaining and supporting applications and suggested many new approaches adopted by top management.
- Installation of security camaras, servers, and medical instruments.
- Overlooked both company locations combined which housed of 150 devices.
- Lead company research projects for new technology implementations.

## Administrative Help Desk Tech                    May 2016 – August 2017

**ReMax Specialists**, Upper Marlboro, Maryland

- Set Up display board in lobby and shop floor to increase engagement between customers and employees.
- SharePoint Administrator in charge of coordination teams and communications both internal and external.
- Conducted quality assurance audits based on company policies.
- Kept printers working properly.

## Coding / Web Development Specialist                    August 2015 – Present

**Blue Brothers Designs** , Frostburg, Maryland

- Played a critical role in Web Management and Site Monitoring.
- Redesigned Clients websites resulting in 300% income in sales following 3 months.
- Executed interactive testing of client's sites SEO channels, and gear to ensure qualities and customers usability using surveys, interviews, and observations.

## REFERNCES

**Upon Request**