

**DAVID PFLUG**  
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## **SUMMARY**

Flexible, process-oriented **Linux System Administrator** with extensive experience in server administration, troubleshooting, and development. Resourceful, hands-on problem-solver with strong understanding of Linux systems, automation, and optimization of processes. Proven success working as part of a team and individually to maintain a variety of systems for a diverse clientele. Capable of giving nontechnical users a workable understanding of technical systems. Expertise includes:

- Linux System Administration
- Process Automation
- Deployment Planning and Execution
- Development in several languages
- Strong Communication Skills
- Troubleshooting & Problem Solving

## **TECHNICAL SKILLS**

**Languages:** Shell Scripts, Python, Ruby, JavaScript, Lisp

**Internet:** HTTP, SSL, HTML5, DNS

**Software:** Ansible, Docker, Git, Nginx, Apache httpd

**Databases:** PostgreSQL, MySQL, MariaDB, SQLite

**Additional:** OOP, MVC, SDLC, RDBMS, VPNs

## **PROFESSIONAL EXPERIENCE**

**APPSULATE**, Boston, MA

**2018**

### **Remote Contract Developer/Sysadmin**

Worked with a team to develop a Linux distro for secure access to web apps. I helped streamline and troubleshoot their custom Python build process, improving build size by 30%, build time by 50%, and failures by an order of magnitude.

- Worked remotely with global team to develop software and services

**5TH JUDICIAL CIRCUIT COURTS OF FLORIDA**, Tavares, FL

**2015 – 2018**

### **User Support Analyst**

Worked as part of a team to maintain the efficiency and functionality of a judicial system. Communicated with clients to understand problems and work to troubleshoot and develop successful, cost-effective solutions in a timely manner.

- Assisted and implemented solutions for ~200 users, local and remote
- Oversaw scheduling of help desk shifts
- Wrote software for automation of several tasks, saving people a couple hours per week

**DESIGN INTERACTIVE**, Oviedo, FL

**2012 – 2013**

### **IT Administrator**

Communicated with clients to understand problems and work to troubleshoot and develop successful, cost-effective solutions in a timely manner.

- Implemented solutions for the problems of ~50 users
- Managed my own inventory, shipping/receiving, phone/online orders, and product research

**GO CONVERGENCE DIGITAL**, Orlando, FL

**2011 – 2012**

**Sysadmin/Software Developer**

Developed products for companies under contract as well as managing, maintaining and deploying server operations.

- Conducted multiple projects with overlapping timelines
- Coordinated project requirements, expectations, and status between clients and management

**PRIMAL INNOVATION**, Orlando, FL

**2010**

**Sysadmin**

Communicated with clients to understand problems and work to troubleshoot and develop successful, cost-effective solutions in a timely manner.

- Assessed and implemented solutions for ~40 users
- Managed my own inventory, shipping/receiving, phone/online orders, and product research

**HOSTDIME.COM**, Orlando, FL

**2009 – 2010**

**Sysadmin**

Maintaining and managing servers outside of normal business hours.

- Interacted with customers by phone and via ticketing system
- Worked independently with little to no oversight for entire shifts

**EDUCATION**

**A.A.S.** Computer Networking Systems and Administration, ITT Technical Institute, Knoxville, Tennessee

