

JOEL PFYFFER

Mooresville, NC

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CompTIA A+ Certified | CompTIA Server+ Certified

PROFESSIONAL SUMMARY

CompTIA A+ and Server+ certified IT professional with hands-on experience supporting Windows systems, networking, POS systems, hardware, software, and end users. Built and maintained the complete technology environment for a high-volume business while providing day-to-day technical support and troubleshooting. Additional hands-on lab experience with Windows Server, Linux, virtualization, Docker, NAS platforms, and network administration. Brings extensive customer service experience and a practical, methodical approach to troubleshooting and problem resolution.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server, macOS, Linux, TrueNAS

Infrastructure: Docker, Hyper-V, Virtualization, NAS Administration

Platforms: Synology DSM, Proxmox VE, TrueNAS, Unraid

Networking: TCP/IP, DNS, DHCP, VLANs, Wi-Fi, LAN/WAN

Hardware: Desktop and Laptop PCs, POS Systems, Payment Terminals, Receipt Printers, Routers, Switches, Wireless Access Points

Support: Hardware Deployment, Software Installation, Troubleshooting, End-User Support, End-User Training, Documentation, Backup and Recovery

TECHNICAL PROJECTS & LAB EXPERIENCE

Home Lab Infrastructure & Systems Administration

- Operate a multi-platform home lab providing hands-on experience with Windows Server, Linux, virtualization, networking, storage, and containerized services.
- Deploy, configure, and maintain Docker-based applications and virtual machines for testing, troubleshooting, and system administration.
- Configure and troubleshoot networking services including TCP/IP, DNS, DHCP, VLAN segmentation, firewall policies, VPNs, and secure remote access.
- Administer storage and virtualization platforms including Synology DSM, Unraid, Hyper-V, and Proxmox VE.
- Develop technical documentation and repeatable deployment procedures for systems, applications, and network services.

PROFESSIONAL EXPERIENCE

Owner & IT Administrator

Prosciutto's Pizzeria & Pub | 1999–2026

Founded and operated a high-volume restaurant while serving as the primary administrator for the company's technology environment. Responsible for end-user support, Windows systems, networking, POS and payment systems, hardware, software, telecommunications, vendors, backups, and technology planning while managing overall business operations.

- Administered and supported business technology including Windows workstations, POS systems, payment terminals, printers, networking equipment, Wi-Fi infrastructure, VoIP phones, and back-office systems.
- Installed, configured, maintained, and troubleshooted computers, software, peripherals, network connectivity, and business applications, minimizing downtime in a time-sensitive production environment.
- Designed, deployed, and supported a custom point-of-sale system used in daily production for approximately six years, including hardware, software, networking, peripherals, and ongoing troubleshooting.
- Managed LAN/WAN connectivity, routers, switches, wireless access points, structured cabling, Internet connectivity, and relationships with technology service providers.
- Diagnosed and resolved hardware, Windows, application, printer, POS, payment-processing, and network issues while providing direct technical support and training to employees.
- Managed software deployments, upgrades, backups, system migrations, technology purchases, and disaster-recovery planning while coordinating with third-party technology vendors.
- Maintained documentation covering technology assets, configurations, licensing, procedures, and vendor information and supported PCI-compliant payment-processing environments.

EARLIER TECHNOLOGY EXPERIENCE

IT Project Manager — Qwest Communications

Managed technology projects involving network design, infrastructure planning, technical documentation, process development, and implementation strategies.

IT Manager — GDSS

Directed IT operations including end-user support, hardware and software purchasing, system installation and maintenance, networking, and Internet services.

IT Manager — EDUCOM

Managed organization-wide technology systems and applications, provided technical support, administered Internet services including web, FTP, and Listserv systems, and oversaw help desk service quality.

IT Analyst — American Chemical Society

Supported and maintained computer systems and users, assisted with early web technologies and website development, and provided technical support for organizational projects and relocations.