

Stevie Sloffer

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SKILLS

Languages: Python, PHP, SQL, HTML/CSS, Java, C#, JavaScript

Networking: LAN, WLAN, DHCP, VLANs, TCP/IP, ACL/Firewalls, DNS, HTTPS/SSL, Web-Sockets, Webhooks

Databases: MySQL/MariaDB

Operating Systems & Cloud: Debian (primary), Ubuntu, Rocky Linux, Windows, MacOS, iOS/PadOS, Google Cloud Platform, Proxmox

Technologies: Pfsense, LAMP applications, Git, IoT hardware, Omada SDN, Google OAuth2, Google Python API, 3CX, Freescout

EXPERIENCE

Pizza King

Muncie, IN September 2023-Present

Network & Systems Administrator

- Network Architecture & Design
 - Standardized network architecture across 60 sites (Omada SDN & hardware, hosted in-house)
 - Firewall, access control, and content filtering rules
 - IP subnetting design with VLAN isolation
 - Meets PCI standards for card payments
 - WLAN management
 - Google Cloud administration
 - VMs (Debian, Rocky Linux)
 - Backups
 - Networking (firewall rules, port management, IP addressing)
 - OAuth2 access to internal applications (Moodle, reporting tools)
 - Delegated access to manage emails & documents programmatically via python.
 - Create and maintain network diagrams that reflect current designs to improve supportability and onboarding of new technicians
 - Built and deployed a web of single board computers (Raspberry Pi & Libre Computer), connected by a self-hosted instance of ZeroTier via the ZTNET project
- Software Integration
 - Building bridges between POS, Payroll, and Google Workspace (primarily Google Sheets & Gmail) to increase labor productivity in service of the overall goal to eliminate manual data entry wherever possible
 - Per department standards, employing Python programs for automation tasks which happen unattended in the background and using PHP-powered webpages for tasks that require user input.
- System Automation
 - Developing applications in python and web front/backends in php, html, css, javascript to automate data reporting
 - Temperature alert system (detailed in projects section)
 - Missed call alert system (detailed in projects section)
 - Operations reporting automation
 - Google Sheets automation
- IT & Helpdesk Management
 - Direct all helpdesk operations and on-call rotations

- Proudly hosting in-house the open source helpdesk tool Freescout
- Establish and foster relationships with outside vendors
 - Verizon – ISP
 - PMC – Hardware supplier
 - DoorDash & Paytronix – Online ordering platforms
 - Revel/Shift4 – POS provider
- Established and actively governs all department standards for network infrastructure, installations, and support protocols
- Oversee all strategy, planning, and execution of IT field work
- Build and maintain meaningful relationships with all helpdesk clients (store managers, sr. leadership, administrative staff)
- Led a security initiative to raise IP camera adoption from 25% to 100% across all sites, unifying to a single platform which improved access, security, and safety across all sites.
- Orchestrated the full migration to a 3CX VoIP solution, **reducing operating costs by over \$25,000 annually.**
 - Brought administration in-house from a 3rd party, leading to unprecedented phone stability and rapid response to issues.
- Transitioned ISP from a non standard package to a unified offering under Verizon **reducing operating costs by \$35,000 annually**
- Modernized management of a fleet of 450 iPads from in-person support to nearly-full remote maintenance via mobile device management system.

FCL Security

Fort Wayne, IN April 2023-September 2023

IT & Installation Manager

- Managed and planned large scale hardware installation projects to ensure timeline and quality standards were met
- Sold, installed, and monitored managed IT services package through N-Able
- Installed, repaired, and supported IP camera systems for commercial and residential clients
- Installed, repaired, and supported alarm and access control systems for commercial and residential clients
- Installed, repaired, and supported network infrastructure for commercial clients
- Provided desktop support and software training for commercial clients
- Managed tickets, notes, parts usage, and client fees through Service Fusion

Boys & Girls Clubs of Bloomington

Bloomington, IN, July 2017-December 2019

Program Coordinator/Member Inclusion Coordinator

Development & Integrations at Pizza King

Product mix weekly & on-demand report - Systems integration and reporting

Technologies: Python, PHP, SQL Revel Systems REST API, Google Sheets & Gmail APIs

Company benefit: Operations leadership has a tailor-made, health report in their inboxes every week allowing them to analyze sales trends.

A key element to my job is bringing data to the right people, in a format that makes sense to them. While our POS has in-built systems to display the menu items we sell over a period, some of our veteran leadership find those methods cumbersome. I wrote a piece of software that delivers the data to their inbox every Monday, in a format that meets their needs. This is a python program which REQUESTS all menu items sold for a period (automatically run for the previous 7 days, can take date parameters via an on-demand job) and creates a

report in Google Sheets of the breakdown. There is a PHP-powered web page which allows for someone to request these reports outside of the regular weekly basis.

Google Sheets -> payroll integration - Systems integrations

Technologies: Python, PHP, SQL, Paycor Developer API, Google Gmail, Drive, and Sheets API

Company benefit: \$18,000+ annual savings from labor alone, plus additional savings from overpayment due to data entry errors.

Pizza King is on a mission to modernize their restaurant operations. Getting a cloud-managed POS system in 2019 was a big leap forward for them. While the end-goal is to integrate labor directly from the POS to the payroll software, until operations are ready for that, I built multi-step system for our bookkeepers to be able to automatically read time sheet data, make corrections where needed, and produce a clean, **audited** CSV to take payroll data from our time sheet to our payroll software. There are several safety mechanisms in place to prevent payroll mismanagement, such as watch dog thresholds to report any unusually high amounts.

Large online order notification system - Real time event monitoring

Technologies: PHP, Google Gmail API, HTML, Paytronix Webhooks

Company benefit: Pizza King never misses a big, unexpected order and the customer is always taken care of.

Pizza King accepts online orders outside of business hours and for days in the future. Systems designed as they are, these orders are held by the POS system until the start of the day they are due, at which time they are printed and staff will learn about them when they start their shift. This works well until someone orders 35 sandwiches due an hour after opening at a location that typically sells 30 in an entire week. I wrote a webhook end point which accepts all online orders from our provider, and interprets them to determine if a notification is needed to ensure readiness. If a notification is needed, the relevant information (price, what the items in the order are, due date, etc.) is read from the webhook and translated to a format operations staff will understand.

Pizza King Temperature Alert System - IoT computing platform

Technologies: Python/Micropython, PHP, SQL, Gmail API, Single Board Computers, Microcontrollers

Company benefit: Estimated annual savings of \$4000 – prevent insurance claims on lost coolers by catching them as soon as they go down

Occasionally, a cooler goes down in the middle of the night and nobody knows about it until the next day. This can cause several thousand dollars of product loss and unquantifiable headache for our operations and commissary teams. I have designed and built a system of automatic temperature reporting in our temperature controlled environments (coolers, freezers, dough cabinets). The system is broken into three distinct components:

1. “Spokes” – The temperature sensor
2. “Hubs” – The data aggregator
3. “Central Server” – The data collector & access point for users (operations staff & maintenance technicians)

Pizza King Missed Call Alert System - Real time event monitoring

Technologies: Python, SQL, Gmail API

Company benefit: Identify network issues causing phone outages, identify operations bottlenecks causing missed calls, identify stores whose opening team failed to show up. Early identification allows for rapid response.

We receive between 80,000 and 100,000 (less since pushing online ordering) calls per month. We are bound to miss one or two calls now and then. But when missed calls spike, that can mean something strange is

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happening. This tool employs a python-powered systemd process to listen to a websocket feed from our VoIP server and assess every call as missed or not. Missed calls are added to a database and, when a certain threshold is reached within an hour, notifications are sent out to our operations team. This tool has identified when opening staff didn't show up to open the store, network issues that were otherwise overlooked, and more.

EDUCATION

Colorado State University

Coursework towards a Bachelor of Science in Computer Science 8/2022 - 5/2024