

GEORGE PFLUGEL

Operations & AI-Technology Leader

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PROFESSIONAL SUMMARY

Operations and AI-technology leader with extensive experience supporting business systems, technical training, customer operations, and technology services. Proven ability to improve operational processes, coordinate cross-functional initiatives, support executive leadership, and translate complex technical concepts into practical business solutions. Leverages modern AI tools to enhance documentation, workflow efficiency, research, communication, and decision-making while maintaining a strong focus on customer service, accountability, and continuous improvement.

CORE COMPETENCIES

IT Operations | Business Operations | Business Systems | Microsoft 365 | End User Support | Service Desk Leadership | Vendor Management | Team Leadership | Process Improvement | Technical Training | Customer Success | Generative AI | LLM Workflows | Prompt Engineering | AI Workflow Automation | AI-Enabled Process Improvement

PROFESSIONAL EXPERIENCE

Professional Development & Technology Projects | West Palm Beach, FL

Independent Technology & Business Systems Development | January 2026 - Present

- Developed technology workflows, business documentation, operational procedures, and AI-assisted solutions to improve research, communication, and business efficiency.
- Built SunBridge Digital Solutions to provide technology support, AI guidance, website development, branding, and small-business technology services.
- Researched, evaluated, and implemented modern AI productivity tools to improve documentation, workflow design, troubleshooting, and knowledge management.
- Delivered hands-on technology support and customer guidance while translating technical concepts into practical business solutions.

Raytheon Technologies | Telecommute, TN

Senior Analyst - Technical Training | February 2009 - November 2023

- Coordinated a specialized global digital forensics training and certification program serving law enforcement, government, corporate, and academic organizations.
- Managed customer relationships and program support for agencies including ATF, DHS, DEA, FBI, and other law enforcement organizations, ensuring professional communication and reliable service delivery.
- Coordinated training operations, stakeholder communications, documentation, customer inquiries, issue resolution, and administrative support across classroom and online training programs.
- Maintained continuity through multiple leadership transitions while working independently within a small specialized program operating inside a large corporate environment.
- Contributed to proposal development, customer success initiatives, executive correspondence, training materials, and operational documentation.

Certified Raytheon Six Sigma Specialist (R60).

Amy's Restaurant - CGP of Nashville Inc. | Nashville, TN

Owner / General Manager | August 2006 - October 2008

- Co-founded, acquired, and operated a downtown Nashville restaurant, leading business formation, lease negotiations, vendor agreements, licensing, staffing, scheduling, training, customer service, and financial oversight.
- Directed daily operations and performance management for a team of 15 employees while maintaining service quality, operational consistency, and customer satisfaction.
- Used available technology, business communications, local marketing, and early online promotion tools to support visibility and customer engagement before modern social media became standard.
- Served as primary decision-maker responsible for business operations and long-term strategy while navigating the challenges of operating an independent small business during the onset of the Great Recession.

Lydian Data Services | Boca Raton, FL

Director of Facilities and Support Services | June 2004 - August 2006

- Directed Facilities, Administrative Services, and Internal IT Support operations across five corporate locations in three states, leading multi-site technology support, facilities operations, and business services.
- Managed a team of technical and support personnel responsible for desktop support, user requests, ticket coordination, onboarding, technology deployments, office relocations, security systems, employee access, photo ID administration, and vendor relationships.
- Developed operational policies, standardized procedures, and process improvements that increased efficiency, strengthened customer service, and supported daily business operations across multiple locations.

Summer Bay Resort | Orlando, FL

Customer Service Manager (Call Center) | January 2003 - June 2004

- Managed call center customer service operations, supporting staff performance, issue escalation, customer communication, service quality, and daily operational execution in a high-volume hospitality environment.

Darby Corporate Solutions | Westbury, NY

IT / Relocation Project Manager | June 1998 - September 2001

- Delivered desktop support, field service, user support, technology coordination, and relocation project support for corporate clients throughout the New York City region.
- Supported computer hardware, software, peripherals, office moves, user issue resolution, and client communication while coordinating technical work across multiple locations.
- Provided hands-on support for multi-site customers, including Veterinary Centers of America locations in the New York City region.

REUTERS | Hauppauge, NY

Computer Technician | June 1992 - June 1998

- Built a technical foundation in desktop support, computer hardware, software troubleshooting, end user support, equipment setup, and customer-focused technology service within a global information services environment.

PROFESSIONAL EDUCATION

New York Institute of Technology | Central Islip, NY

Coursework in Culinary Arts | 1991 - 1992