

Nicholas D. Loiacono

OPERATIONS MANAGER | SYSTEMS ENGINEER

Naples, Florida 34120 | 908-798-7835 | Nick@swfl-dev.com | swfl-dev.com



Portfolio

PROFESSIONAL SUMMARY

Operations Manager, Systems Engineer and Custom Application Developer with experience in cloud and on-premises infrastructure, Microsoft 365, enterprise networks, migrations and security operations across healthcare, managed service provider and construction environments. Connects business technology with field operations through custom web applications, API and AI integrations, workflow automation, team coordination, practical safety and security management.

PROFESSIONAL EXPERIENCE

Operations Manager | The Aerial Companies

March 2022 - Present | Luxury General Contractor | Naples, FL

- Oversee operations and business technology across The Aerial Companies Inc. and their Equipment Rental Business Aerial Rental Services.
- Supported the Principal Project Manager in leading construction projects, coordinating field superintendents, and overseeing daily operations. Managed field managers, project punchouts, scheduling, estimating, and takeoffs to ensure timely, budget-compliant delivery.
- IT Systems Manager - Cloud, On-Premises, Integrations, Training, and Custom Application Developer.
- Purchasing Manager, Payroll Timekeeping Manager, Fleet Manager, Scheduling Coordinator, Safety Officer and Security Manager

Systems Engineer / Client Manager | Coastal IT Consulting

August 2020 - March 2022 | Managed Service Provider (MSP) | Naples, FL

- Served as technical lead for client technology environments, from infrastructure assessment and planning through migration and ongoing support.
- Engineered and performed cloud & On-Premise Systems Migrations.
- Quoted, implemented, and supported data backup and disaster recovery solutions.
- Led infrastructure changes, technical assessments, and risk reviews for business clients; led network support for large-scale point-of-sale and fulfillment networks.

Cloud Systems Engineer | OnPoint Data Techs Inc.

January 2019 - July 2020 | Managed Service Provider (MSP) | NYC

- Deployed and managed Active Directory Domain Services (AD DS) and cloud platforms in managed service provider client environments.
- Improved network connectivity and client infrastructure.

Systems Administrator | UPMC

January 2017 - January 2019 | Hospital / Healthcare System | Pittsburgh, PA

- Administered Microsoft 365 (Office 365), networks, and user accounts; supported infrastructure reliability and technical troubleshooting.
- Worked with Security Operations Center (SOC) and Network Operations Center (NOC) operations, general networking, security information and event management (SIEM), and security systems, including access control systems and incident response planning.

Systems Support Intern | IBM

January 2017 - January 2019 | Technology | Remote

- Systems support internship held concurrently with the Systems Administrator role at UPMC.

CORE SKILLS

PowerShell; Python; AWS; Azure; API integrations; Access Control System Design and Configuration; Server Migrations; Smart Home Equipment Setup.

Systems and networks: Systems administration; Microsoft 365; Active Directory Domain Services (AD DS); LAN/WAN; TCP/IP; routing and switching; network monitoring; network and server management; wireless systems; cloud infrastructure and migrations; backup and disaster recovery.

Service and identity: IT Service Management (ITSM); help desk and service desk; incident escalation; service-level agreements (SLAs); key performance indicators (KPIs); Identity and Access Management (IAM); user provisioning and deprovisioning; access reviews; role-based access control (RBAC); least privilege.

Security and reliability: SOC/NOC operations; coordination of security operations; SIEM; access control systems; incident response planning; technical troubleshooting; infrastructure reliability.

Construction and operations: Operations management; technical project and field-team coordination; procurement (purchasing); vendor coordination; stakeholder communication; project scheduling; cost control; fleet and equipment; field payroll and timekeeping; rental operations; safety compliance.

Projects and technology: Technical assessments; client technology management; risk management; team leadership; process improvement; custom web applications; AI integration; workflow automation.

AWARDS

Army Good Conduct Medal | West Virginia Commendation Medal | Army Achievement Medal

EDUCATION

West Virginia University

Cyber Security | Community College of Allegheny County, PA

United States Army Veteran | Cavalry Scout - Electronic Warfare

CERTIFICATIONS AND PROFESSIONAL TRAINING

OSHA 30 Construction Industry | OSHA HAZWOPER | OSHA HAZCOM | OSHA Confined Space | OSHA Respirator Fit Testing | Former FEMA Certified HAZMAT Technician

Cisco Certified Network Administrator (CCNA) | Cisco Certified Network Administrator Security (CCNA-S) | Cisco Certified Entry Network Technician (CCENT) | CompTIA Security+ | Microsoft Certified Solutions Associate (MCSA)

AVAILABILITY TO START

1-2 weeks once offer letter is executed.