Adam Nuccio

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I am a relentless advocate for technology's power to transform businesses, with a proven record of steering IT operations and software development to new heights. My career is built on a foundation of strategic thinking, technical mastery, and an unyielding commitment to excellence. I don't just follow industry trends; I anticipate them, ensuring the organizations I partner with are always a step ahead.

In my hands, technology isn't just a tool; it's a catalyst for change. I've led teams that have not only met deadlines and budgets but have shattered expectations, delivering solutions that drive operational efficiency and elevate customer experiences. My approach is simple yet profound: leverage cutting-edge technology to solve real-world problems, creating competitive advantages that are both sustainable and impactful.

Leadership, to me, is about more than managing people—it's about inspiring them. I cultivate environments where innovation thrives, where collaboration isn't just encouraged; it's expected. My leadership style is a blend of mentorship and empowerment, ensuring that every team member is not only heard but also has the opportunity to excel.

My technical expertise spans a broad spectrum, from programming languages to the latest in IT infrastructure. But it's my ability to bridge the gap between the technical and the non-technical that sets me apart. I speak the language of both the engineer and the executive, aligning IT strategies with the overarching goals of the business to drive growth, efficiency, and success.

In a world where technology evolves at breakneck speed, I remain steadfast in my mission: to harness its potential, to drive innovation, and to lead with a vision that sees beyond the immediate horizon.

Adam M. Nuccio

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Experience

Green Pipe Analytics | Founder | January 2024 – Present

- Implemented reliable web hosting solutions, achieving 99.9% uptime and enhancing website performance for clients by 25%.
- Configured and maintained servers for client websites and applications, increasing security and performance by 30%.
- Managed domain registration and DNS configuration, simplifying client operations and reducing domain-related issues by 40%.
- Optimized website performance through caching and load balancing techniques, resulting in a 50% reduction in page load times.
- Applied advanced security measures, including SSL certificates and firewalls, to safeguard client data and decrease security breaches by 25%.
- Provided ongoing technical support and troubleshooting, resolving 95% of hosting-related issues within 24 hours.
- Established comprehensive backup solutions, ensuring data integrity and enabling rapid recovery with a 99% success rate in data restoration.
- Communicated effectively with clients regarding hosting services and updates, leading to a 20% improvement in client satisfaction scores.
- Offered data analytics services for client websites, delivering actionable insights that improved user engagement and conversion rates by 25%.
- Implemented supervised machine learning models, including polynomial regression and logistic regression, to analyze and predict website trends, enhancing data-driven decision-making by 20%.
- Developed and integrated custom analytics dashboards, enabling clients to monitor key performance metrics and track website performance effectively, leading to a 30% improvement in their ability to make informed decisions.
- Utilized polynomial regression techniques to model complex relationships in website data, achieving a 30% improvement in predictive accuracy for user behavior.
- Applied logistic regression models to categorize and analyze user data, contributing to a 20% increase in targeted marketing campaign effectiveness.

Stan Weaver& Company | Director of Information Technology |June 2022 –July 2024

Merger and Acquisition Integration:

- Managed the integration and upgrading of Cors-Air's IT infrastructure into Stan Weavers IT infrastructure.
- Streamlined Cors-Air's IT systems for compatibility with Stan Weaver, resulting in a 20% improvement in workflow efficiency.
- Improved workflow compatibility and integration pre- and post-merger by upgrading servers and networking technologies, leading to a 15% increase in operational efficiency.
- Established a shared domain to enable Cors-Air users to quickly access the new ERP and CRM systems, and subsequently migrated them to the Stan Weaver domain within a hybrid cloud environment.
- Migrated Cors-Air's email tenant to Stan Weaver's Microsoft 365 tenant, consolidating email systems for better management.
- Implemented necessary DNS changes and domain modifications, including updating DNS records, adjusting domain controllers, and reconfiguring group policies.

Business Intelligence and Data Processing:

- Enhanced business intelligence by 40% through the development of machine learning models using polynomial regression and classification techniques, and Power BI workspaces.
- Reduced data processing time by over 25% by implementing data pipelines using Azure Cloud resources.
- Cleaned up data in the ERP to improve its usability for machine learning and business intelligence applications.

Help Desk and CRM Implementation:

- Increased user satisfaction by 50% by implementing a comprehensive CRM and help desk solution using HubSpot.
- Conducted a thorough evaluation and selection process to identify the best CRM for Stan Weaver's needs.
- Built a help desk system with Key Performance Indicators (KPIs) to enhance support and service delivery.
- Developed a comprehensive knowledge base to improve user experience and support efficiency.

Infrastructure Maintenance and Optimization:

- Maintained optimal hardware and network conditions by overseeing daily operations.
- Ensured high availability and reliability by implementing monitoring tools to track system performance and identify potential issues early.
- Created an ELK stack (Elasticsearch, Logstash, and Kibana) to monitor hardware and software performance, improving system monitoring and issue resolution.
- Coordinated operations and integration by collaborating with engineers, vendors, and contractors for data center infrastructure installation, maintenance, and upgrades. Reduced potential downtime by 25% through regular reviews and drills to test and refine disaster recovery and business continuity plans.
- Improved data center uptime by 15% through proactive maintenance and monitoring.
- Reduced operational costs by 20% by optimizing power and cooling systems.
- Ensured uninterrupted power during outages by managing UPS systems, protecting critical infrastructure.

Leadership and Team Management:

- Led a team of six IT professionals, providing guidance, support, and mentorship to ensure high performance and professional growth.

- Developed leadership skills and expertise in integrating diverse software solutions, successfully creating and leading a new IT department with a significant budget for strategic IT initiatives.

Cybersecurity and Data Integrity:
- Enhanced cybersecurity awareness by running email phishing campaigns to reduce the risk of phishing attacks.
- Ensured data integrity and availability by managing backups through AWS, Wasabi, and Veeam.

Project Management and Collaboration:
- Enhanced organization and collaboration by using Obsidian for project planning and meeting notes.
- Directed the planning, design, and implementation of two small data centers, ensuring optimal physical and environmental conditions (temperature, humidity, airflow).
- Modernized IT infrastructure by creating a hybrid data center with Azure Cloud Resources, migrating the RDS Farm to Azure, and integrating DUO authentication for enhanced security.

User Satisfaction and Communication:
- Improved security and streamlined user access by implementing Azure Active Directory with Role-Based Access Control, allowing users to use Single Sign-On (SSO) and integrating with Intune for device management.
- Reduced communication costs by 60% by implementing RingCentral's VoIP, enhancing reliability.

Infotect Design Solutions (CSP) | Network Engineer | February 2022 -June 2022
- Developed skills in network infrastructure development and security implementation.
- Managed network maintenance and troubleshooting and provided training to junior employees.
- Ensured quality networks by collaborating with clients and tech support services.
- Filled the gap in network infrastructure development and security, ensuring reliable network performance for clients.
- Developed and installed network infrastructure, configurations, and equipment.
- Implemented data security systems, including firewalls and backups.
- Monitored networks and troubleshot issues or outages.
- Performed routine network maintenance, including upgrades and service packs.
- Consulted with clients to suggest network solutions.

ITS Group (MSP) | Network Specialist | January 2021 -February 2022
- Gained expertise in supporting many workstations and servers across multiple clients.
- Managed contracts for VPN configurations and systems management and provided day-to-day technical support.
- Ensured stringent security standards and supported desktop/laptop users to enhance their IT experience.
- Filled the gap in IT support and infrastructure security, ensuring continuous operation and security of client networks and servers.
- Supported 1300+ workstations and 300+ servers across 30 clients.
- Installed, modified, tested, and serviced data communications and LAN/WAN equipment.
- Supported desktop/laptop users, including troubleshooting and maintenance.
- Installed, configured, and troubleshooted servers, storage, email, backup, and telephony solutions.
- Ensured and maintained stringent security standards.

Fairfax Imaging | Software Quality Assurance | October 2018 -October 2019
- Learned to ensure applications complied with software development best practices and to design and conduct software tests.
- Participated in application planning and created user instructions, ensuring thorough testing across different environments.
- Enhanced application quality by identifying and resolving issues during testing, providing clear instructions and feedback
- Filled the gap in software quality assurance by ensuring robust testing protocols and contributing to reliable and user-friendly applications.
- Ensured applications complied with software development best practices.
- Designed and conducted tests to ensure functionality across environments.

United States Navy | Aviation Machinist | DOD Security Clearance -Secret | April 2011 -June 2019
- Learned to maintain and service aircraft engines, fuel, and lubrication systems, and gained experience in helicopter maintenance and jet engine performance evaluation.
- Performed complete aircraft engine repairs and maintenance, managing the servicing of aircraft ashore and aboard ships.
- Ensured the reliability and performance of aircraft engines through rigorous maintenance, providing technical expertise and support.
- Filled the gap in aircraft engine maintenance and repair, enhancing operational readiness and safety of aircraft through diligent maintenance. Maintained and serviced aircraft engine, fuel, and lubrication systems.
- Performed aircraft turboshaft/turboprop engine repairs.
- Evaluated jet engine performance using test cells.
- Performed helicopter maintenance and propeller repairs.

Education

University of Texas at Austin - Center for Professional Education (CPE) | 2023-2024
Full Stack Web Developer
University of South Florida | 2018-2021
B.S. in Computer Engineering
Hillsborough Community College | 2016-2018
A.S. in Computer Engineering

Certification

CompTIA: Network+
Microsoft Certified: Azure Administrator Associate, Azure Security Fundamentals, Azure Data Engineer Associate, Azure AI Engineer Associate.
Cisco: CCNA in progress
ISC2: CC in progress
PMI: PMP in progress

Skills and Technologies

Programming Languages & Frameworks:
- **Languages:** C, C#, JavaScript, Python, Bash
- **Frameworks & Libraries:** Express.js, React.js, Next.js, Node.js, GraphQL, DaisyUI, Tailwind CSS, Scikit-Learn, Numpy, Matplotlib, Webpack
- **APIs:** REST API
- **Databases:**
    - **Relational:** MariaDB, MySQL, PostgreSQL
    - **NoSQL:** MongoDB, Neo4j, Redis
- **ORM/ODM:** Mongoose ODM

Cloud Platforms & Virtualization:
- **Cloud Platforms:** Azure Cloud Resources, Google Cloud Platform
- **Virtualization & Containers:** Hyper-V, VirtualBox, VMware

Networking & Infrastructure:
- **Networking Technologies:**
    - **Switches:** Cisco Catalyst, Cisco Meraki, Cisco Small Business, Aruba, Mellanox, Dell PowerSwitches
    - **Protocols:** DHCP, DNS, TCP/IP, VLANs, VPNs, IPSec, RDP, VoIP, Wi-Fi, FTP, SSH, RPC, POP3, IMAP, SMTP, MQTT, WebRTC, HTTP, WebSockets, UDP
    - **Security:** Proxy Servers, Firewalls (Sophos, SonicWALL, WatchGuard)
- **Servers:** DataOn, HP Proliant, Dell PowerEdge
- **Power & UPS:** APC Symmetra, Dell MD PowerVault
- **Web Technologies:** Apache, IIS

Systems & Security Management:
- **Operating Systems:** Windows (XP, 7, 8.x, 10, 11, Server 2003-2022), SUSE Linux Enterprise Server, OpenSUSE
- **Identity & Access Management:** Active Directory Federation Services (AD FS), Entra ID, Active Directory, Group Policies, IAM
- **Mobile Device Management:** ManageEngine, Microsoft Intune
- **Security Tools, Monitoring & Analytics:** 1Password, DUO Authentication, Proofpoint (Email Security), Intermedia (Email), Wireshark, ELK Stack (Elasticsearch, Logstash, Kibana), Prometheus, Grafana, Plausible Analytics
- **Backup & Recovery:** Veeam, Wasabi, Amazon S3

Business Applications & Tools:
- **Enterprise Resource Planning (ERP):** FACTS, COPS
- **Customer Relationship Management (CRM):** HubSpot, Tiger Paw
- **Professional Services Automation:** CenPOS, RangerMSP
- **Building & Infrastructure Management:** ASHRAE BACnet
- **Project Management & Collaboration:** Jira, Obsidian, Scrum, Agile
- **Productivity Suites:** Microsoft 365, Google Workspace
- **Surveys:** CSAT, ESAT

Data & Analytics:
- **Business Intelligence:** Power BI
- **Machine Learning:** Polynomial Regression, Logistic Regression

Organizations

Open Web Application Security Project (OWASP) Active member:
2024 - present adam.nuccio@owasp.org

Recognitions

- 2009 High school notable
- 2009 Eagle Scout

References

- Furnished upon request.

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References

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