

Nevio Salvatore Pitocco

Technical Lead · Senior Infrastructure & Platform Engineer

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SUMMARY

Senior infrastructure and platform engineer with 10 years of hands-on experience designing, migrating, and operating mission-critical systems for the aviation industry. Architected and led the migration of thousands of servers across 8 datacenters in under a year; designed the monitoring, alerting, and incident-management practices that cut incident volume by 60%; delivered \$3M+ in total annual cost savings in 2025. Lead of a team of 25 engineers across the U.S, Sweden, Singapore, India, and Canada responsible for provisioning, operating, and scaling cloud infrastructure for mission-critical airline software serving 50 enterprise customers and bringing \$10M ARR.

WORK EXPERIENCE

Jeppesen ForeFlight Team Lead

New York, NY
Oct. 2025 – Present

- Co-own the team roadmap alongside product and business stakeholders; track execution through Jira sprints, Kanban boards, and delivery metrics, such as incidents per month, resolution times, and SLA compliance; present progress and outcomes to leadership through quarterly reviews.
- Designed and ran a structured proof-of-concept comparing three virtualization platforms (AWS, Promox, and VMware in IBM) across cost, operational control, and migration risks; led the migration of thousands of servers across 8 datacenters in under one year with minimal incidents, delivering \$2M/year in infrastructure savings.
- Built career growth plans for the team and championed promotions; hired, onboarded and mentored the engineers who became the next tech leads; navigated underperformance conversations and resolved team conflicts to maintain a healthy, high-performing team culture across five time zones.
- Spearheaded a deployment process modernization initiative that eliminated \$800K in annual migration labor costs by automating manual steps and reducing delivery timelines.
- Partner regularly with product management, business development, and customer-facing teams; deliver executive-level solution demos and technical Q&As to prospective customers, translating complex systems into clear value propositions.
- Trained extensively on Jeppesen's airline crew products to develop deep customer empathy; worked directly with airline customers to understand their unique operational needs and translate those into tailored platform solutions.

Boeing Tech Lead

New York, NY
Jan. 2024 – Oct. 2025

- Established engineering quality standards and formal processes: CI/CD standards for IaC, a technical board approval process for production changes, standardized customer notification procedures for incidents and maintenance, and wrote comprehensive operational documentation in Confluence.
- Designed and implemented a multi-layered notification and alerting system: replaced a reactive model (issues discovered only when customers called) with proactive Grafana-based monitoring, integrations with PagerDuty, a dedicated incident manager rotation, and a process for completing RCA/post-mortems in less than 10 days, reducing SLA breaches and protecting revenue.

- Built a structured onboarding and training program that included in-person sessions in four countries and recurring virtual workshops, which directly reduced the ramp-up time for new hires from 1-2 years to 3 months, and eliminated knowledge silos by cross-training the entire team.
- Consolidated 10 datacenters to 8 by identifying two sites where migration cost exceeded value, and relocated affected customers after running validation tests to ensure SLA compliance and no degradation in quality.
- Built internal tooling and self-service platforms (a documentation site with Docsify, infrastructure provisioning automation, operations monitoring tools) to improve team efficiency, and reduce manual bottlenecks.

Sr. Infrastructure Engineer

Dec. 2022 – Jan. 2024

- Owned multiple concurrent multi-engineer projects end-to-end (from planning to production) in regulated environments, coordinating across engineering, operations, and business teams to deliver on reliability and scalability requirements.
- Implemented GitOps-driven deployment patterns using ArgoCD and GitLab CI, improving delivery pipeline speed and setting engineering quality standards the team still follows.
- Mentored engineers across a global team; designed a structured training curriculum combining documentation, shadowing, and hands-on sessions that became the standard onboarding path.
- Proactively identified and resolved tech debt; led initiatives to automate manual processes, standardize infrastructure patterns, and document knowledge; reducing reliance on individual expertise and improving on-call resilience.
- Partnered with Sales on customer-facing engagements, addressing architecture, security/compliance, and total cost of ownership for prospective airline customers.

Infrastructure Engineer

Oct. 2019 – Dec. 2022

- Delivered and supported infrastructure for 50+ airline customers across 1,000+ Linux and Windows servers using tools like Kubernetes, EKS, Ansible, and Terraform.
- Operated a 24x7 on-call rotation, handling incidents and post-incident follow-ups to maintain service reliability for mission-critical airline systems.
- Authored customer-facing documentation and internal playbooks.
- Enabled growth from 20 to 50+ airline customers by standardizing and automating environment delivery and operations.

Securitas IT Specialist

**Montreal, QC
Oct. 2016 – Sep. 2019**

- Supported the infrastructure and networks for 32 airports across Eastern and Northern Canada; coordinated incident response and on-call operations in a heavily-regulated aviation environment.
- Architected and built a greenfield Active Directory (AD) domain; led the planning, testing, and cutover across all airport sites, stabilizing authentication, improving security, and standardizing Group Policy.
- Owned vendor management and procurement; provisioned connectivity to remote airports by coordinating carriers and local partners, delivering reliable internet services to hard-to-reach Northern communities.
- Served as the primary point of contact for remote airports; coordinated with federal and corporate stakeholders; contributed on-site to the Iqaluit (YFB) airport project in Nunavut.
- Developed and deployed a secure web application to exchange airport-operations data with the Canadian Air Transport Security Authority (CATSA); improved data timeliness, reduced manual handoffs, and avoided \$50K in third-party development costs.
- Designed standardized physical and network architectures for security-checkpoint offices (cabling, switching, access, back-of-house) used across multiple airports.

- Implemented a new inventory/barcode system for the stockroom: designed the location schema and rack layout, created barcode labels for all storage racks, and scanned items to build the system inventory.
- Maintained inventory accuracy through cycle counts; documented workflows and quick-reference guides.
- Trained associates and supervisors on handheld scanning workflows and inventory processes; served as the store's subject-matter expert for the system.

EDUCATION

Institut Teccart
Diplôme d'études professionnelles, Informatique

Montreal, QC
Dec. 2016

TECHNICAL SKILLS

Cloud & Infrastructure: AWS (EKS, EC2, CloudWatch, AppStream, S3), Kubernetes, Karpenter, Docker, Proxmox, Ceph, ProxLB, VMWare, Oracle

IaC, CI/CD & GitOps: Terraform, Ansible, Argo CD, GitLab CI

Observability & Reliability: Grafana, PagerDuty, SLO/SLI design, incident management, RCA/postmortem processes, 24x7 on-call operations

Systems & Networking: Linux and Windows administration at scale (1000+ servers), Active Directory, TCP/IP networking, firewalls (Vyatta, Checkpoint, Palo Alto), physical network architecture design

Languages & Data: Python, Bash, PowerShell, YAML; Oracle, PostgreSQL, MySQL, DynamoDB

Practices: FinOps and cost optimization, structured experimentation (POC design & evaluation), large-scale migrations, technical mentorship, OKR tracking, sprint planning, Kanban, cross-functional stakeholder communication

PERSONAL PROJECTS

- Deployed an agentic personal assistant at home using Hermes Agent and running inference locally, and used it to manage self-hosted instances of Plane, Habitica, calendar, email, and more, with the purpose of automating various aspects of my life and increasing my own productivity.
- Competed in OpenAI's "OpenAI to Z" archeology challenge, where I coded and deployed a multi-agent system using LangChain, each with their own specific roles and tools, such as LiDAR satellite feature detections, data processing and analysis, and others, with the objective of finding potential lost civilizations in the Amazonia, with a special emphasis in the region nearby the Casiquiare river.
- Participated in IBM Quantum's Qiskit Quantum Explorers in 2024, which then led me to take classes and seminars directly from Qiskit's own developers, and eventually got myself invited to IBM's Quantum Summit in Amsterdam, and other events that I continuously enjoy participating in.

LANGUAGES & INTERESTS

Spoken languages: Spanish (native); English, French, Italian (fluent); Portuguese (intermediate); Mandarin (intermediate, currently studying at HSK3 level); German, Swedish (beginner).

Interests: Learning languages; Jigsaw puzzles; Stable Diffusion and video generation with AI, fine-tuning models and training LoRAs; Quantum Computing programming with Qiskit.