MICK NAPLES

Private Service Operations

Chief of Staff · Operations & Organizational Leadership · Estate & Property Management

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PROFILE

Sixteen years of continuous service to a single principal, in a role that has grown from trusted support into chief of staff and primary thought partner — decision support, estate and property management, and acquisition due diligence. Concurrently second-in-command of a thirty-staff public-sector program, leading initiatives across departments and coordinating people who don't report to me, largely by influence rather than positional authority. Founder of three independent ventures and builder of Hearth, a bespoke estate-operations platform designed for this work. Mentored by an executive whose company was named a Forbes Small Giant. Earlier nonprofit administration as director of education for a regional rescue mission. Seeking a senior chief-of-staff, strategy, or operations role where discretion, judgment, and quiet excellence deliver immediate value.

CORE COMPETENCIES

- Strategic & operational coordination
- Cross-functional initiative leadership
- Executive support & strategic partnership
- Estate, property & vendor management
- Operations oversight & quality control
- Program & systems design / implementation
- Staff screening, hiring & supervision
- Renovation & general-contracting oversight
- Complex calendar & priority management
- Medical coordination & personal advocacy
- Professional development & training programs
- Business acquisitions, NDAs & due diligence
- Capital raise & investor coordination
- Regulatory compliance & documentation
- Confidential communication & gatekeeping
- Conflict resolution (graduate-level training)
- Crisis prevention (nationally certified instructor)
- Nonprofit & charitable program administration
- AI-powered operations systems (design & build)
- Event planning & execution

EXPERIENCE

Chief of Staff to a Private Principal

Confidential · *2010 – Present*

- Serve as primary support agent, administrator, representative, and strategic advisor to the principal across personal, household, and business matters.
- Oversee household and property operations, including staff supervision, vendor coordination, seasonal services, and maintenance, ensuring seamless daily efficiency.
- Held complete oversight of a second residence the principal inherited — logistics, vendors, and outside dealings; a full renovation; and the eventual sale — carrying the property from inheritance through disposition on plan.
- Represent the principal in business acquisitions, coordinating NDAs, data transfers, and due-diligence materials to support informed decision-making.
- Provide legal research, situational counsel, and stakeholder conflict resolution; served as the connective point between the principal and private-equity and outside investors during a capital raise effort.
- Oversee renovation projects end-to-end: bid jobs, schedule and supervise contractors, manage budgets, process payments, and act as general contractor.
- Screen and interview prospective household staff, and negotiate favorable terms with external parties while protecting the principal's interests and privacy.
- Maintain 24/7 availability as trusted gatekeeper and liaison, proactively resolving issues before they reach the principal — a "no task too small" standard that runs from changing light bulbs to contract negotiation.

Administrator

Columbiana County Board of Developmental Disabilities / Robert Bycroft School · *2022 – Present*

- Serve as second-in-command to the director of a school operated by the county board, accountable for more than thirty staff and the daily running of the building.
- Lead major initiatives spanning multiple departments, coordinating people who do not report to me and keeping strategy and daily execution aligned.
- Lead professional-development and staff training initiatives; interview candidates and participate in hiring and personnel evaluation.
- Own reporting, documentation, and regulatory compliance in a structured, audit-driven environment.

EDUCATION

M.A., Biblical Counseling — The Master's University, Santa Clarita, CA — 2020
M.S., Educational Administration — Youngstown State University, Youngstown, OH — 2019
B.S., Education — Youngstown State University, Youngstown, OH — 2009

References available upon request.