

PARIS JACKSON

AI Adoption & Enablement | Enterprise Technology Operations | Multi-Site Service Delivery & Deployment
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SUMMARY

Enterprise technology operations and AI adoption leader with 15+ years across hospitality, retail, and government, including 10 years at CAVA, joining as a Series B company and departing a New York Stock Exchange company. Led enterprise technology for more than 14,000 employees across nearly 500 locations, five offices, and three manufacturing facilities, managing a technology budget exceeding \$10 million and relationships with more than 20 vendors. Developed the AI adoption roadmap and delivered against it, building company-wide AI agents, AI-enabled self-service, and an AI investment ROI calculator used by finance and executive leadership to prioritize spend. Built the governance structures, service models, and deployment programs that carried a technology organization through approximately 30x growth, an approximately \$300 million acquisition, and public-company scale.

CORE COMPETENCIES

AI Adoption Strategy & Roadmaps | Enterprise Technology Operations | AI Enablement & Workforce Training | Technology ROI & Investment Prioritization | Service Delivery & Support Models | Enterprise Platform Ownership | Technology Budget & Vendor Governance | Multi-Site Deployment Leadership | Governance & Executive Reporting | 24/7 Incident & Escalation Leadership | Platform Migration & Cutover | Identity, Endpoint & Workplace Technology | Vendor Selection & Build-vs-Buy | Cross-Functional Program Delivery

PROFESSIONAL EXPERIENCE

CAVA | Washington, DC

Mediterranean fast-casual brand. Joined as a Series B company with approximately 15 locations; departed a New York Stock Exchange company (NYSE:CAVA) with nearly 500.

Senior Manager, Technology Strategy & Operations (Restaurant Support) | August 2020 to July 2026

IT Operations Manager | 2019 to 2020

IT Operations Lead | 2017 to 2019

IT Operations Engineer | July 2016 to January 2017

- Developed the enterprise AI adoption roadmap and strategy, then delivered against it rather than handing implementation to others.
- Built company-wide AI agents that enable colleagues to develop their own solutions, expanding capability beyond the technology team.
- Implemented an AI-enabled knowledge base and self-service portal with automated manager approvals to expand self-service and deflect repeat requests.
- Partnered with HR to create AI-enabled employee-referral tools using Microsoft 365 Copilot and ChatGPT.
- Built an AI investment and implementation ROI calculator for finance teams and executive leadership to prioritize technology investments.
- Led AI-focused training and enablement including live sessions delivered to nearly 60 colleagues, and measured adoption, training effectiveness, and user-experience outcomes.
- Led enterprise technology support for more than 14,000 employees and nearly 500 locations across five offices and three manufacturing facilities, spanning executive support, service desk, desktop and walk-up services, endpoints, AV, field support, procurement, and asset management.
- Managed a technology budget exceeding \$10 million spanning operating and capital expenditure, owned relationships and budgets for more than 20 vendors, approved more than 5,000 invoices per month including invoices exceeding \$400,000, and helped eliminate overspending and vendor disputes.
- Designed governance structures, executive operating cadences, and performance-reporting frameworks that improved leadership visibility into technology performance, and presented updates in executive steering committee and business review meetings.
- Averaged approximately 97% monthly SLA attainment against a 90 to 95% target, approximately 99% CSAT against a 90% target, approximately 99% annual executive-support CSAT, and approximately 85% first-contact resolution with backlog under 10%.
- Designed a scalable operating model with remote Tier 1 support, internal Tier 2 support, and expanded walk-up coverage.
- Directed a managed-service partner of more than 30 project managers and engineers, a remote Tier 1 team of approximately 14, and approximately 10 nationwide field technicians, setting service expectations and holding partners accountable to business priorities rather than vendor preference.
- Led 24/7 on-call operations and SEV1/SEV2 incident management, creating an OpsGenie rotation with automations that alerted on-call managers and launched Zoom triage bridges.
- Developed escalation and vendor-response models that accelerated problem resolution by approximately 40% and enabled major-incident response within approximately 2 to 24 hours.
- Improved hardware replacement staging and shipment from 3 to 12 days down to 2 to 24 hours, delivered formal SLA enhancements for hardware replacements, and established emergency technician response of 4 to 48 hours.
- Led the enterprise migration from Google Workspace to Microsoft 365 across the organization.
- Managed Jamf and Microsoft Intune across a mixed Mac and Windows estate, including out-of-box imaging and Zscaler security remediation across more than 3,000 devices, led Windows 11 migration planning across thousands of enterprise endpoints, and established a five-year device lifecycle plan.
- Modernized enterprise and site networking on Cisco Meraki while maintaining over 99% uptime, established network standards, led switch upgrades, and built infrastructure runbooks.
- Led enterprise deployment programs and concurrent implementations including menu rollouts, data platforms, payment-device installations, hardware refreshes, and network migrations while managing statement-of-work constraints, timelines, risks, and dependencies.
- Evaluated new capabilities and enhancement requests, recommended priorities, and made build-versus-buy recommendations across enterprise platforms, point of sale, digital ordering, and back-office systems.
- Achieved approximately 98% accuracy for successful delivery of required technology across more than 90 new site openings, and led technology readiness for approximately 75 to 90 new builds, remodels, and conversions per year in recent years while the footprint grew from approximately 15 to nearly 500 locations.

- Managed end-to-end technology deployment for new sites, remodels, and relocations, including networking, low-voltage and structured cabling, telecommunications, POS and payment systems, security, endpoint management, and guest-facing systems, and developed standardized operational readiness playbooks that reduced deployment variability.
- Deployed Starlink at locations where carrier circuit lead times threatened opening dates, sustaining approximately 96% primary internet availability at site turnover against an 85% goal, and secured internet requirements in real estate work letters ahead of construction.
- Managed technology delivery and operational transition through an approximately \$300 million acquisition, merging help desks into a single support organization and supporting acquired-brand operators outside the direct chain of authority.
- Led the enterprise point-of-sale migration from NCR to Brink and set fleet-wide configuration standards so sales and labor data rolled up consistently for accurate consolidated reporting.
- Managed restaurant systems platforms including Brink POS, NCR Aloha, Crunchtime, MenuLink, Restaurant365, Zenput, Paytronix, and LevelUp.
- Led approximately six direct reports including one team lead and two senior staff, ran daily standups to maintain alignment, and mentored and coached staff.
- Hired to stabilize support for corporate users and restaurants, delivered substantial service improvements, and earned promotion to IT Operations Lead within approximately four months.

USAID (CIDI) | Washington, DC

US Agency for International Development, Center for International Disaster Information

Information Management Specialist | July 2012 to July 2016

- Supported mission-critical federal technology initiatives, stakeholder engagement, and technology operations for the Center for International Disaster Information.
- Served as liaison between technical teams, organizational stakeholders, vendors, and end users, translating technical constraints into operational decisions and improving technology adoption.
- Managed relationships with external service providers to improve system reliability, service delivery, and operational continuity.
- Analyzed operational challenges and developed process improvements that increased efficiency, reduced downtime, and enhanced user experience.

Apple, Inc. | Bethesda, MD

Technical Expert / Trainer (Genius) | June 2012 to July 2016

Sales Specialist | June 2010 to June 2012

- Translated complex technical concepts into accessible, actionable guidance for customers and colleagues ranging from first-time users to business professionals.
- Built trusted relationships through consultative problem-solving, technical guidance, and customer advocacy, consistently achieving top customer satisfaction performance.
- Mentored and trained new employees while contributing to operational excellence and customer-experience initiatives.
- Ranked top salesperson generating over \$70,000 in Apple sales and attachments per week as a Sales Specialist.

PRODUCTS & VENTURES

AI ROI Compass | Creator | parisjackson6.gumroad.com/l/ivsymaz

- Published a free AI investment ROI calculator for executives and finance teams, modeling licensing and implementation cost, productivity gain, quality and error reduction, and revenue impact, and returning ROI percentage, payback period, and net benefit. Delivered as a browser calculator and an Excel workbook on identical formulas.

The God Box | Founder | thegodbox.app

- Founded, designed, and shipped a faith-centered practice application for releasing worries, prayers, manifestations, and gratitude, including manifestation tracking and gratitude journaling.

Privy | Concept demonstration | privy-app-store.ai.studio

- Built a working concept, not a shipped product, for an enterprise application catalog with identity governance, exploring self-service access requests with automated multi-level approval workflows.

TECHNOLOGY & PRACTICES

Generative AI: Microsoft 365 Copilot, ChatGPT Enterprise, Claude, Gemini, AI agent development, AI adoption roadmaps, ROI modeling • **Collaboration & Productivity:** Microsoft 365, Microsoft Teams, Zoom, VoIP, conference-room AV, Slack administration, Google Workspace administration, SharePoint, Google Workspace to Microsoft 365 migration • **Service Management:** Jira Service Management, Freshservice, Zendesk, ITIL practices, OpsGenie, knowledge management, root-cause analysis, KPIs and service levels • **Endpoint & Security:** Jamf, Microsoft Intune, CrowdStrike, Zscaler, PC/Mac imaging, endpoint lifecycle • **Identity & Access:** Active Directory, Okta, OneLogin, Lumos • **Network & Infrastructure:** Cisco Meraki, Starlink, structured cabling, low-voltage, telecommunications, managed service providers, infrastructure runbooks • **Restaurant Systems:** Brink POS, NCR Aloha, Crunchtime, MenuLink, Restaurant365, Paytronix, LevelUp, Zenput, Envysion, kitchen display systems, payment devices • **Automation & Integration:** Power Automate, Boomi • **Platforms & Web:** Windows, macOS, iOS, Android, Docebo LMS, ConnectWise, Ninja One, Yext

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Telecommunications Management / Business Administration

Howard University, Washington, DC | May 2008

Certifications: Google AI Professional, MIT-IDSS Data Science and Machine Learning, CompTIA Network+, Claude 101

In Progress: Gemini for Google Workspace

Board of Directors, We Are ILL (nonprofit)