

CHRIS IACOFANO

AI Policy and Safety Advisor | Responsible AI Governance | AI Systems and Operations

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PROFESSIONAL SUMMARY

AI systems and operations leader with 10+ years of information systems, knowledge management, training, integration, and technical operations experience. Builds responsible AI guardrails, documentation standards, executive-ready communication, visual dashboards, vendor-risk practices, and governed AI workflows for customer-facing and internal systems serving 100,000+ users. Strong fit for first-of-kind AI policy and safety work that requires practical policy development, program-building, consensus, management execution, and governance recommendations grounded in real IT service delivery.

POLICY, AI GOVERNANCE, AND OPERATIONS SKILLS

Responsible AI Governance: NIST AI RMF-aligned Govern/Map/Measure/Manage concepts; State of Oregon Enterprise AI Policy themes including agency AI adoption plans, AI use intake, approved-tool boundaries, human accountability, disclosure, user feedback, monitoring, data boundaries, and higher-risk review.

Policy, Standards, and Guardrails: Security guidance, AI and workflow guardrails, documentation standards, operating criteria, review practices, content governance, metadata, permissions, publishing workflows, and release discipline.

AI Platforms and Prompting: Copilot, Claude, Gemini, ChatGPT/OpenAI, OpenRouter, LLM tool calling, prompt design and refinement, project scoping, agentic and CLI workflows, structured outputs, JSON schema validation, model routing, retrieval, embeddings, and evaluation workflows.

Executive and Visual Communication: Executive briefings, prototype programs, interactive dashboards, diagrams, training websites, customer-facing guidance, written/verbal communication, and technical-to-nontechnical translation.

Vendor, Contract, and IT Operations: Vendor evaluation, software renewals, security and data-handling review, contractual terms, cost/ROI, supportability, M365 suite, light Copilot Studio and Power Automate, and foundational ITIL/service-management coursework and basic certifications.

Accessibility and Public Service: WCAG-conscious documentation, screen-reader compatibility, cognitive accessibility, neurodiversity-aware training, multilingual validation, Oregon community work, and Oregon OLIS/OData project experience.

PROFESSIONAL EXPERIENCE

PALO ALTO SOFTWARE | Eugene, Oregon (Hybrid)

Jun 2018 - Present

Customer Advocacy Operations Lead

Mar 2025 - Present

- Lead roadmap, governance, metrics, vendor evaluation, and operations for a custom AI-powered help-center and knowledge-management function serving 100,000+ LivePlan users.
- Built the help-center function from the ground up when standard Zendesk or HubSpot-style solutions did not meet team needs; the resulting system saves tens of thousands of dollars per year while improving accessibility, productivity, and access for internal teams and app users.
- Spend roughly 25% of day-to-day work drafting and refining security guidance, AI and workflow guardrails, documentation standards, operating criteria, review practices, metadata and permission models, and content governance.
- Build and administer AI-assisted workflows across Copilot, Claude, Gemini, ChatGPT/OpenAI, CLI-based tools, and agentic workflows, including prompt design and refinement, project scoping, workflow development, and team enablement.
- Architected governed AI/LLM workflows across 12+ services with structured outputs, schema validation, model routing, observability, request validation, review patterns, and CI safeguards.
- Create executive briefings, prototype programs, interactive dashboards, diagrams, decision materials, and training resources that translate complex technical topics into action for technical, nontechnical, and leadership audiences.
- Evaluate technology vendors, contracts, AI tools, and software platforms for security, data handling, contractual terms, cost, reliability, supportability, AI data-reuse concerns, and long-term fit.
- Coordinate across Customer Advocacy, Product, Engineering, Web, leadership, vendors, and subject matter experts to build consensus, clarify ownership, and turn management decisions into consistent execution.
- Lead human-in-the-loop improvement for AI-assisted documentation retrieval through failed-query review, semantic tuning, alternate phrasing, query normalization, analytics, and subject-matter review.

Knowledge and Training Expert

Oct 2021 - Mar 2025

- Managed end-to-end knowledge-base pipeline for LivePlan products, translating complex technical and financial workflows into customer-facing documentation for a global audience.
- Created a leadership-guided worker training and onboarding curriculum of more than 50 hours, including websites, interactive materials, visual aids, and hands-on exercises.
- Delivered 160+ hours of structured onboarding covering AI prompting, database fundamentals, IT security, MFA, internal systems, and multi-system workflows, with attention to diverse learning styles.
- Led Zendesk administration and help-center redesign with modern web technologies, custom theming, API integrations, QA/release workflows, and analytics-informed UX improvements.
- Served as escalation point for complex .NET, network, and product issues; partnered with engineering and QA on debugging, release readiness, and service-delivery improvements.

Knowledge Management Specialist

Jun 2019 - Oct 2021

- Consolidated approximately 1,500 legacy articles into a unified documentation platform with consistent style, accessibility standards, searchability, and publishing workflows.
- Authored documentation style guide, publishing standards, and release-ready content workflows; supervised and edited colleague contributions to maintain consistency and quality.

Customer Advocate

Jun 2018 - Jun 2019

- Delivered multi-channel technical support and documentation for LivePlan and Outpost software; documented recurring issues, escalated patterns to engineering, and contributed to process improvements using HTML, JavaScript, reporting, and support analytics.

Founder | Fractional DevOps and Operations Systems Consultant

- Provide consulting for small teams on operations systems, workflow design, documentation, onboarding, vendor/tool evaluation, AI-assisted workflows, automation, and technical problem solving.
- Help clients select practical tools based on business need, cost, reliability, supportability, security, data handling, and long-term fit, then translate ambiguous needs into concrete processes and training.

MAC TONIC / SELF-EMPLOYED TECHNICAL WORK | Oregon

2014 - 2018

Hardware Specialist / Computer Technician / Developer

- Diagnosed and repaired hardware, software, network, account, security, and endpoint issues for home and business clients across Apple and Microsoft environments.
- Managed remote servers via SSH, configured small-business networks, supported malware remediation, and developed practical security policies and documentation for business clients.

OHIO UNIVERSITY / ATHENS-AREA ORGANIZATIONS | Athens, Ohio

2004 - 2013

Executive Director, Athena Cinema; Instructor; Technical Director; Research Facilitator

- Managed institutional operations in a state-university environment, reporting to leadership and coordinating across academic departments, student groups, vendors, staff, and community stakeholders.
- Coordinated a \$250,000 technical renovation integrating legacy 70mm projection with digital storage, servers, projection/audio infrastructure, and security protocols; managed vendor sourcing, equipment procurement, and contract negotiation.
- Designed curriculum, trained staff, managed technical operations for an international festival, and evaluated emerging technologies to support interdisciplinary media research and implementation decisions.

SELECTED TECHNICAL AND POLICY-RELEVANT PROJECTS

AI Operations Platform: Slack-first AI orchestration platform integrating multiple backend services with schema validation, local/cloud model routing, structured outputs, observability, and CI safeguards.

Zendesk-to-HubSpot Migration: Python ETL workflow to normalize, validate, and migrate roughly 1,000,000 historical support tickets with automated data-quality checks.

Super Bill Tracker: Local-first legislative intelligence application built with FastAPI and PostgreSQL, with automated ingestion from Oregon OLIS and OData sources.

Secure Meeting Transcription: Local Whisper-based workflow keeping sensitive meeting audio and transcripts on local infrastructure for privacy-sensitive contexts.

COMMUNITY, ACCESSIBILITY, AND PUBLIC-SERVICE EXPERIENCE

- Provided volunteer IT support for Centro Latinoamericano, supporting immigrant and Spanish-speaking communities in Lane County, Oregon.
- Supported Red de Mujeres del Bajío with remote helpdesk, hardware support, and media production for rural Mexican communities.
- Volunteered with Amigos de las Américas in Paraguay, collaborating with local health practitioners on rural public-health needs.

EDUCATION AND CERTIFICATIONS

- Bachelor of Specialized Studies - Telecommunications, Computer Science, and Media Studies, Ohio University; coursework included eight computer science courses.
- QuickBooks Online Accountant (QBOA) - Full Certification.
- Foundational ITIL/service-management coursework and basic certifications.