**Elijah R. Young**

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**Head of Intelligent Automation & AI | Head of RPA & Process Optimization**

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| **EXECUTIVE SUMMARY** |

**Program Vision, Strategy, Leadership & Management**

* Proven, entrepreneurial enterprise leader with 15+ years of experience starting companies/departments, leading global technical teams, driving strategic initiatives, & managing enterprise portfolios across both divisions, and companies in IT, Loyalty & Marketing. Excels at listening to, empathizing with, cross-functional stakeholders to align towards shared organizational goals, while customizing delivery & communication approaches to compensate for a wide variety of team cultures, and competing priorities. **Flexible and highly successful hands-on leader in fast-paced startup environments, within medium-sized toF100 enterprises with a unique ability to frugally innovate, achieve targeted goals, and consistently return transparent, auditable positive ROI both in and outside of an enterprise environment.**

**Process Improvement, Optimization & Automation**

* Over 10+ years of leveraging entrepreneurial thinking & a data-driven approach to improve, optimize & automate business processes in both startup and enterprise environments. Specializing in clarifying the nebulous, increasing throughput, and building relationships/support with cross divisional partners to align on digital transformation and/or automation initiatives that maximize organizational value & allow teams to focus on higher level business problems. **In 2021, drove over 400% ROI (CAPEx) benefit against budget, delivering over $40M+ in auditable benefit back to business stakeholders through Nov 2021, with digital workers projected to return an additional $15M+ in projected benefit in 2022.**

**Program Operations, Data Visualization, and Storytelling**

* Since 2015, has leaned on relentless curiosity collect, clean, model, visualize organizational data from disparate sources in a way that surfaces new, valuable & actionable insights to stakeholders, customizing messaging to the appropriate organizational level. Adept in automating reporting at all levels, and presenting concise, directional business insights that aid stakeholders at all levels in future planning. **Has consistently led teams that identify innovative ways to leverage data in every aspect of the business, from proactive operational anomaly detection, to managing dynamic high-volume automation in real time.**

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| **PROFESSIONAL COMPETENCIES** | | | | | |
| * Intelligent Automation Program Strategy | * RPA Process Prioritization & Delivery | | * Process Mining & Optimization | | |
| * Generative Support & Governance | * Continuous Improvement & Integration | | * Budget & Resource Planning | | |
| * Enterprise Solution Architecture | * Customer Experience Design | | * Change Leadership & Evangelization | | |
| * Vendor & Partner Management | * Leading Product Management Teams | | * Data-Driven Process Optimization | | |
| * Enterprise Data Strategy & Governance | * Cross-Divisional Collaboration | | * Entrepreneurial Thinking | | |
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| **PROFESSIONAL EXPERIENCE** | | | | | |
| **Southern Company** – Atlanta, GA | | *Senior Dev, Digital Labor Center of Excellence (CoE)* | | **2023 - Present** | |
| **CloudStaff, Inc** – Atlanta, GA | | *Intelligent Automation & AI Program Consultant* | | **2020 – Present** | |
| **Panera Bread** – St Louis, MO | | *Senior Architect, Automation CoE* | | **2021 - 2022** | |
| **Memorial Sloan Kettering Cancer Center** – New York, NY | | *Business Analyst, Intelligent Optimization* | | **2022 – 2023** | |
| **Delta Air Lines** – Atlanta, GA | | *Founder & Leader, Intelligent Automation CoE* | | **2018 – 2021** | |
| **Delta Air Lines** – Atlanta, GA | | *Transactional & Partnership Email Specialist* | | **2015 – 2016** | |
| **Borrowed Brain Consulting** – Atlanta, GA | | *Owner, Principal* | | **2013 – 2015** | |
| **Young University, Inc** – Columbus, OH | | *Owner, Principal* | | **2008 – 2013** | |
| **RELEVANT CAREER EXPERIENCE** | | | | |

**Process Discovery & Optimization**

* **Efficiency Transformation in Automation Idea Management:** Revolutionized the process of mining and qualifying automation ideas, turning a previously inefficient system into a streamlined, productive engine. My leadership in reengineering the idea-to-candidate workflow significantly enhanced project throughput and development efficiency.
  + Redesigned the entire process flow from idea submission to candidate selection, meticulously mapping out end-to-end data points and assigning relevant stakeholders, thereby ensuring thorough vetting at each stage.
  + Implemented PowerApps to automate and scale the idea intake process across the enterprise, incorporating features for tracking progress, automated data prompts, and mechanisms for idea follow-up or auto-archiving due to inactivity.
  + Achieved a remarkable increase in production releases by over 100% and halved development time, by ensuring automation candidates were fully vetted and benefits approved before allocating development resources.

**Enterprise Automation Solution & Delivery**

* **Strategic Leadership in Rapid Automation for COVID-19 Refund Processing:** Spearheaded a dynamic team response to the unprecedented surge in refund requests at the onset of COVID-19, significantly alleviating the burden on airline agents. Through effective leadership and innovative problem-solving, we delivered a critical automation solution under tight deadlines.
  + Initiated and led a collaborative effort in a 'War Room' environment, engaging with stakeholders to dissect the refund process and modularize development for efficient, scalable solutions.
  + Established a real-time feedback loop between frontline agents and the development team, enabling swift iterations and quality assurance of the automation tools, ensuring they met the evolving needs of the situation.
  + Successfully launched the automation within 5 business days, processing over 500,000 refunds by the end of 2020 and saving the airline more than $2.8M in potential staffing costs.
* **Rapid Automation Solution for Revenue Protection During COVID-19:** In response to a critical challenge during the COVID-19 pandemic, where customers were exploiting e-credits to obtain dual refunds, I spearheaded the development of an automated system to suspend such tickets. This initiative was crucial in addressing the unethical exploitation of refunds and e-credits, safeguarding the organization's revenue and ethical standards.
  + Devised and implemented an automated solution using an internal DOS-based application to analyze incoming reports and suspend tickets flagged for chargebacks, processing approximately 150 tickets daily without manual intervention.
  + Enhanced operational efficiency and team capacity by automating the suspension process, reducing the need for manual review to only one or two cases daily, and ensuring seamless execution.
  + Successfully protected over $3.5M in revenue within the first 90 days of production, eliminated fraudulent refund attempts, and bolstered frontline staff confidence by providing real-time ticket status updates, facilitating informed customer interactions.

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| **RELEVANT CAREER EXPERIENCE (cont)** |

**Automation Infrastructure & Operations Management**

* **Automated Support & System Reliability Engineering:** Spearheaded the development of the 'Band-Aid Bot' to automate the resolution of frequent Level 1 infrastructure issues, such as unresponsive machines and bot malfunctions, within our enterprise's Blue Prism on-premise infrastructure. This initiative was critical in optimizing operational efficiency and maximizing the ROI on software licenses amidst fixed team headcount constraints.
  + Conducted a comprehensive analysis using Power BI to identify and prioritize Level 1 issues based on frequency, enabling targeted automation of the most common problems.
  + Successfully automated 90% of Level 1 support issues, significantly reducing manual intervention and allowing the team to focus on higher-value tasks.
  + Implemented daily output reports from the 'Band-Aid Bot', facilitating proactive long-term fixes and enhancing system reliability through agile sprint planning.
* **Automated Capacity Alerts Reports**: Implemented a dynamic workload management system to preemptively address automation capacity challenges, ensuring 100% SLA compliance across all projects. By leveraging historical data analysis and Power BI for real-time visualization and forecasting, we established a system that maintained a minimum of 30% surplus capacity, enabling instant response to workload surges. This strategic approach resulted in:
  + Developing and utilizing advanced data analytics and Power BI visualizations to forecast workload shifts and set proactive capacity benchmarks.
  + Creating automated solutions for immediate capacity increase or process rerouting, ensuring operational readiness and flexibility.
  + Achieving a track record of zero instances where workload exceeded machine capacity, maintaining uninterrupted compliance with critical 24-hour SLA requirements.

**Generative AI - Voice to Artifact Creation**

* **Leverage AI to Increase Automation Process Efficiency**: Faced with the challenge of sales teams inconsistently entering meeting notes into the CRM, leading to isolated domain knowledge and inefficiencies, we were tasked with developing a solution to automate the extraction of structured sales insights from unstructured client meeting transcripts. This initiative aimed to integrate seamlessly with Microsoft Teams and Salesforce CRM, ensuring valuable meeting insights were captured and utilized effectively.
  + Implemented a PowerApp leveraging Azure AI and OpenAI service endpoints to automatically generate and insert structured sales insights into the CRM.
  + Enabled 100% of recorded meetings to be transformed into actionable, valuable insights within the company's system of record, enhancing data utilization.
  + Significantly improved team collaboration, proposal comprehensiveness, and engagement closing rates by ensuring comprehensive insight capture and utilization.
* **Automated Requirements gathering for Automation Projects:** Drastically reduced the time required for automation documentation from several weeks to less than 48 hours. Our approach, which integrated Generative AI, Microsoft Teams, and Azure AI, streamlined the process documentation, enabling us to efficiently scale our services to meet the demands of a Fortune 100 client without the need for additional staff. This initiative not only made our project delivery more efficient but also allowed our analysts to engage more effectively with stakeholders.
  + Utilized Generative AI, Microsoft Teams, and Azure AI to convert meeting transcripts into detailed process documents quickly, reducing the documentation phase to under 10 minutes.
  + Significantly cut operational costs and avoided team expansion by improving the efficiency of the documentation process, facilitating quicker transition to analysis and design stages.
  + Shifted analyst roles towards more value-added activities, improving stakeholder interaction and speeding up the automation service process.

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| **AUTOMATED SOLUTION PORTFOLIO ITEMS** | | | |
| **Finance Automation Portfolio** | **Additional Enterprise Portfolio** |
| **Accounts Payable** | **Supply Chain** |
| Purchase Order Invoice Management | Emergency Supplies Management App [COVID] |
| P&L Report Distribution | Service PO Management App |
| EDI Invoice Aging Communications | Vendor NDA Process Optimization |
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| **Accounts Receivable** | **Marketing** |
| Collection Invoice Management Solution | Multi-Departmental Content Management |
| EOA Invoice Communication |  |
| Chargeback Management | **Learning Management** |
|  | Learning Management Profile Reconciliation |
| **Payroll** |  |
| Direct Deposit Enrollment Automation | **Human Resources** |
| Time Audit Solution | Missing HR Information Audits (Address, Age, Gender) |
| Tip Calculation & Management Solution | Text to Interview/Scheduling Solution |
| ACH Deposit Return Solution |  |
|  | **Additional Departments** |
| **SAP Solutions** | Competitive Pricing Research |
| SAP Billing Order Uploads | Baggage Claim Processing |
| SAP FB70 Uploads | SLA Claim Processing |
| SAP VA01 Uploads | Automated Passenger Rebooking |
| SAP Purchase Order Change Management | TechOps Maintenance Scheduling & Management |
| SAP Releasing Blocked Invoices | Vacation Refund Voucher Processing [COVID] |
|  | Loyalty Program Profile Management [COVID] |
| **Other Finance Solutions** | Passenger Refund Management [COVID] |
| Real-Time Café Closing Data Reconciliation | Flight Schedule Change - Ticket Reissue [COVID] |
| International Invoice Processing [LATAM, EMEA] | Flight Reporting Eror Handling |
| Procure to Pay Processing | Managing Prorated Vendor Payments |
| Invoice Withholding Auto Calculation [LATAM] | Technology Spend Approval Process |
| Credit Card Reconciliation [LATAM] |  |
| Fuel Invoice PDF to XML Conversion & Submission | **Generative AI Solutions** |
| Gift Card Reconciliation | Extract Sales Opportunity Data from Meeting Recording (LLM) |

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|  | Generate Process Documentation from Meeting Recording (LLM) |
|  | Automobile Car Manual Chatbot (LLM, RAG) |
|  | Medical Benefits Documentation Chatbot (LLM, RAG) |
|  | Photo to Structured Data Application (LLM, Vision) |
|  | PDF structured Data Extraction (LLM, Vision) |
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| **EDUCATION, ASSOCIATIONS & CERTIFICATIONS** | | | |
| **Atlanta Automation Professionals** – Atlanta, GA | *Board of Advisors* | **2020 - 2022** | |
| **WinAutomation** – Softmotive (Microsoft) | *Certified RPA Developer* | **2020** | |
| **Power Platform** – Microsoft | *PL-900 Certification (Power Platform)* | **2021** | |
| **UiPath** | *RPA Developer Certification* | **2018** | |
| **The Ohio State University** – Columbus, OH | *Molecular Genetics* | **1999 – 2003** | |
| **ADDITIONAL TECHNOLOGIES & EXPERIENCE** | | |

**Robotic Process Automation (RPA) Software:** Power Automate Cloud, Power Automate Desktop, WinAutomation, UiPath, Blue Prism, Alteryx

**AI Tools:** Open AI Models (davinci-003, whisper, gpt4, gpt4-vision (preview), DALL-E (2 & 3)), Azure AI Studio, MidJourney (4.0+), Power Platform AI Builder - Custom AI Models: Form Processing, Entity Extraction, Pre-Built Models: ID Extraction, OCR (Optical Character Recognition), Power BI AI Tools, Blue Prism (Decipher), Azure Document Intelligence, Gemini 1.0 API, Vertex AI

**Automation Infrastructure:** SQL Server DB, Windows Virtual Machines, Blue Prism Application Servers, Power Platform Data Gateways, Azure Virtual Machines, UiPath Orchestrator, UiPath Automation Hub, Azure Blog Storage 

**REST APIs & Integrated Software:** Azure API Management, Azure Media Services REST API v3, Custom Power Automate Flows, Twilio, Custom Airline APIs, Blue Prism SOAP Services, Postman, Workday, MuleSoft, Salesforce, JIRA, ServiceNow

**Data Analytics & Reporting:** Power BI Premium, Data Visualization, Power Query (Power BI & Power Automate), Power BI & Power Platform Dataflows, Qlik

**Additional Tools & Technology:** PowerShell, Visio, SharePoint Online, VS (Visual Studio) Code, Tabular Editor 3, GitHub Enterprise, BItBucket, Office 365, Excel, Word, PowerPoint, XRMTools, Confluence