Elijah R. Young

Phone: 678-834-6888   **Email**: elijah@elijahryoung.com   **Linkedin**: linkedin.elijah.ai   **Location**: Atlanta, GA

Enterprise AI/LLM Architect | Intelligent Application Architect| Strategic AI Advisor

EXECUTIVE SUMMARY

Strategic AI Leadership & Enterprise Transformation

Trusted strategic AI advisor to Fortune 200 companies, driving enterprise-wide AI and automation initiatives across media, retail, healthcare, and technology sectors. Recent achievements include architecting generative AI solutions for software engineering teams, implementing enterprise-scale RAG systems for IT operations, and establishing NIST-based AI governance frameworks. Demonstrated success in delivering over $40M in validated business benefits while ensuring ethical AI deployment and governance. Specialized in translating complex AI capabilities into measurable business outcomes that align with strategic objectives.

Program Vision & Implementation

Entrepreneurial technology leader with proven track record of building and scaling enterprise AI and automation programs from ground up. Led multiple successful digital transformation initiatives with portfolios ranging from $500K to $1.25M across diverse industries. Expertise in developing comprehensive governance frameworks, delivery methodologies, and change management strategies that enable rapid scaling while maintaining quality and compliance. Successfully transformed struggling automation programs into high-performing centers of excellence, achieving up to 9x increase in solution delivery velocity.

Technical Innovation & Process Optimization

Forward-thinking technology leader specializing in cutting-edge AI solutions including generative AI, retrieval-augmented generation (RAG) systems, and intelligent automation. Deep expertise in architecting scalable solutions leveraging Azure OpenAI, Google Vertex AI, and enterprise LLM implementations. Track record of implementing innovative solutions that drive operational efficiency while maintaining compliance and security standards. Recent implementations include natural language interfaces for system diagnostics, automated insight generation from unstructured data, and AI-powered document intelligence platforms. Consistently delivers solutions that enable teams to focus on higher-value activities while ensuring robust governance and risk management.

Data Strategy & Organizational Change

Strategic leader in developing enterprise-wide data strategies and driving organizational transformation through AI adoption. Experience establishing AI governance frameworks based on NIST standards while ensuring ethical implementation and regulatory compliance. Demonstrated ability to build cross-functional consensus and align diverse stakeholders around shared technological vision. Proven success in leading teams through complex digital transformations while maintaining focus on measurable business outcomes and sustainable growth. Expertise in creating scalable frameworks that enable organizations to systematically evaluate, implement, and govern AI initiatives across divisions.

PROFESSIONAL COMPETENCIES

AI Strategy & Implementation

- Enterprise AI Program Strategy
- Generative AI Architecture & Delivery
- LLM & RAG System Implementation
- AI Governance & Ethics Frameworks

AI Platform & Innovation

- Enterprise AI Solution Architecture
- Machine Learning Operations (MLOps)
- LLM Cost Optimization
- AI Platform Selection & Integration

Intelligent Automation

- RPA Process Prioritization & Delivery
- Process Mining & Optimization
- Continuous Improvement & Integration
- Enterprise Automation Architecture

Enterprise Leadership

- Strategic Program Management
- Cross-Divisional Collaboration -
Budget & Resource Planning
- Change Leadership & Evangelization

RELEVANT PROFESSIONAL EXPERIENCE (2015-Present)

CloudStaff, Inc – Intelligent Automation & AI Program Consultant

Strategic consultant leading digital transformation initiatives for Fortune 500 clients across multiple industries. Specialized in establishing and scaling enterprise automation programs leveraging AI technologies, consistently delivering measurable business value through innovative solutions.

- Led digital transformation initiatives for Fortune 500 clients with portfolios ranging $500K-$1.25M
- Established enterprise automation programs delivering documented ROI through AI/automation solutions
- Guided organizations in technology selection and implementation strategy

Current/Recent Engagements
NBCU - AI Advisor to SVP of Architecture (NBCU, Peacock, SkyTV)

Led enterprise AI strategy development and implementation for major media conglomerate, focusing on leveraging generative AI across software engineering, quality assurance, and media operations. Provided strategic guidance on AI gateway architecture and implementation frameworks while delivering multiple successful proofs of concept that demonstrated tangible efficiency gains.

- Strategic AI advisor for media operations, focusing on accessibility, video metadata, and engineering efficiency
- Led development of AI strategy for software engineering and QA teams
- Guided implementation of generative AI proofs of concept for code documentation and analysis
- Established framework for AI gateway architecture and governance

Home Depot - Enterprise AI Architecture Lead (GCP)

Spearheaded development of enterprise-scale retrieval-augmented generation (RAG) system for IT operations, enabling natural language interaction with system diagnostics and troubleshooting. Led cross-functional team in implementing Google Cloud-based solution while establishing governance framework for enterprise AI deployment.

- Led $500K Google-sponsored implementation of Gemini-based RAG system for IT operations
- Architected solution on Google Cloud Platform/Vertex AI for system event analysis
- Developed natural language interface for system diagnostics and troubleshooting
- Established MLOps practices and governance framework

Sherwin Williams - AI Advisor to AI Governance Team

Established comprehensive AI governance framework based on NIST standards, enabling safe and compliant enterprise-wide AI adoption. Created unified monitoring and oversight systems while developing cross-functional processes for managing AI initiatives across the organization.

- Developed enterprise AI governance framework based on NIST standards
- Created unified monitoring system for end-to-end AI implementation lifecycle
- Established cross-functional governance processes across data, automation, and AI initiatives

Exelon - Power Platform Center of Excellence Advisor

Led strategic initiative to establish Power Platform Center of Excellence, enabling enterprise-wide transition from UiPath to Microsoft Power Platform. Developed comprehensive governance and enablement framework to support 30,000+ users while optimizing licensing costs and maintaining security standards.

- Established enterprise-wide Power Platform governance framework
- Created maker enablement program supporting 30,000+ potential users
- Implemented training and oversight processes for citizen developers
- Developed tools and methodologies for solution management at scale

Ford Motor Company - Power Platform Administration Lead

Spearheaded development of efficient license management and governance structure for enterprise Power Platform implementation. Created streamlined processes for organizing development groups and managing environments while enabling small team to effectively administer large-scale tenant.

- Optimized license management processes reducing operational costs
- Organized development groups into manageable environments
- Implemented governance tools for efficient tenant administration
- Established scalable oversight processes for growing user base

Southern Company - Senior Dev, Digital Labor CoE

Led implementation of enterprise document intelligence platform leveraging Microsoft Copilot Studio, enabling automated analysis and classification of documentation across multiple repositories. Developed chatbot interfaces for efficient information retrieval while integrating automation solutions for identified patterns.

- Led implementation of Microsoft Copilot Studio for document analysis and classification
- Developed chatbot interfaces for document querying and information extraction
- Integrated automation solutions for identified patterns and trends

Panera Bread – Senior Architect, Automation CoE

Transformed automation program through comprehensive overhaul of development processes and implementation of self-healing capabilities. Led initiative that dramatically increased solution delivery velocity while maintaining quality and compliance standards.

- Transformed automation program, increasing delivery from 3 to 27 solutions in one year
- Implemented self-healing capabilities and enhanced exception handling
- Established Agile development process with reusable components
- Built automations across Finance, Supply Chain, and HR functions

Memorial Sloan Kettering Cancer Center – Intelligent Optimization

Led implementation of intelligent automation solutions focused on improving clinical efficiency and patient care while ensuring HIPAA compliance. Developed predictive models and process optimization initiatives that enhanced operational efficiency across clinical and administrative functions.

- Led implementation of clinical automation initiatives improving patient care efficiency
- Developed predictive models for patient appointment management
- Streamlined revenue cycle processes through intelligent automation
- Integrated solutions while ensuring HIPAA compliance

Delta Air Lines – Founding Member, Leader – Intelligent Automation CoE

Founding member, then leader of enterprise automation program that delivered significant validated benefits across multiple divisions. Built and led cross-functional team implementing wide range of solutions, including critical COVID-19 response automations that processed hundreds of thousands of customer refunds.

- Built enterprise automation program delivering $40M+ in validated benefits
- Established governance framework and delivery methodology
- Led cross-functional team implementing solutions across 30+ divisions
- Developed COVID-19 response automations processing over 500,000 refunds

NOTABLE AI & INTELLIGENT AUTOMATION INITIATIVES

Enterprise AI & Governance

IT Operations Intelligence System

Developed enterprise-scale retrieval-augmented generation (RAG) system enabling natural language interaction with system logs and diagnostics. Solution leveraged Gemini LLMs to process system events and provide contextual troubleshooting guidance.

- Implemented natural language interface for system diagnostics and troubleshooting
- Established MLOps practices ensuring consistent model performance
- Created automated evaluation framework for response quality
- Reduced average diagnostic time through AI-powered analysis

Enterprise AI Governance Framework

Established comprehensive AI governance framework based on NIST standards to enable safe and compliant enterprise-wide AI adoption. Created unified monitoring and oversight systems for managing AI initiatives.

- Developed risk assessment methodology for AI implementations
- Created monitoring system for end-to-end AI lifecycle
- Established cross-functional governance processes
- Implemented automated compliance checking

Document Intelligence Platform

Built enterprise platform for automated analysis and classification of documentation across multiple repositories. Solution leveraged Microsoft Copilot Studio to enable natural language querying of document contents.

- Enabled automated document classification and metadata extraction
- Developed chatbot interface for document querying
- Integrated automation for identified patterns and trends
- Maintained security and compliance requirements

Process Optimization & Automation

Automation Program Transformation

Revolutionized struggling automation program through comprehensive overhaul of development processes and implementation of self-healing capabilities.

- Increased delivery from 3 to 27 solutions in one year
- Implemented self-healing capabilities reducing support needs
- Established reusable component library
- Created standardized development methodology

Healthcare Process Enhancement

Implemented intelligent automation solutions focused on improving clinical efficiency while ensuring HIPAA compliance. Developed predictive models and process optimization initiatives.

- Automated clinical data entry and reconciliation
- Created predictive models for appointment management
- Streamlined revenue cycle processes
- Maintained healthcare compliance standards

COVID-19 Response Automation

Developed rapid response automation solution during pandemic onset to handle unprecedented surge in customer refund requests.

- Processed over 500,000 refunds through automation
- Implemented within 5 business days
- Protected over $3.5M in revenue through fraud prevention
- Enabled real-time status updates for staff

Infrastructure & Operations

Automated Support System

Developed automated solution for resolving common Level 1 infrastructure issues within enterprise RPA environment. System monitored for and resolved issues like unresponsive machines and bot malfunctions.

- Automated 90% of Level 1 support issues
- Generated daily reports for proactive maintenance
- Reduced manual intervention requirements
- Enabled focus on higher-value activities

Dynamic Workload Management

Implemented predictive capacity management system to maintain SLA compliance across automation portfolio. Solution leveraged Power BI for visualization and forecasting.

- Maintained minimum 30% surplus capacity
- Created automated alerts for capacity issues
- Enabled real-time workload monitoring
- Achieved consistent SLA compliance

Enterprise Knowledge Management

Meeting Intelligence System

Created solution for automated extraction of structured insights from client meeting recordings. System integrated with Microsoft Teams and CRM to ensure comprehensive capture of valuable information.

- Automated conversion of meeting recordings to structured data
- Integrated with existing collaboration tools
- Improved data capture consistency
- Enhanced team collaboration capabilities

Requirements Generation System

Developed system to automate creation of detailed process documentation from recorded meetings. Solution reduced documentation time while improving consistency.

- Reduced documentation time to under 48 hours
- Integrated speech-to-text processing
- Created standardized documentation templates
- Improved requirements quality and completeness

INTELLIGENT SOLUTION PORTFOLIO ITEMS

Finance Automation Portfolio

Accounts Payable
Purchase Order Invoice Management
P&L Report Distribution
EDI Invoice Aging Communications

Accounts Receivable
Collection Invoice Management Solution
EOA Invoice Communication
Chargeback Management

Payroll
Direct Deposit Enrollment Automation
Time Audit Solution
Tip Calculation & Management Solution
ACH Deposit Return Solution

SAP Solutions
SAP Billing Order Uploads
SAP FB70 Uploads
SAP VA01 Uploads
SAP Purchase Order Change Management
SAP Releasing Blocked Invoices

Other Finance Solutions
Real-Time Café Closing Data Reconciliation
International Invoice Processing [LATAM, EMEA]
Procure to Pay Processing
Invoice Withholding Auto Calculation [LATAM]
Credit Card Reconciliation [LATAM]
Fuel Invoice PDF to XML Conversion & Submission
Gift Card Reconciliation

Additional Enterprise Portfolio

Supply Chain
Emergency Supplies Management App [COVID]
Service PO Management App
Vendor NDA Process Optimization

Marketing
Multi-Departmental Content Management

Learning Management
Learning Management Profile Reconciliation

Human Resources
Missing HR Information Audits (Address, Age, Gender)
Text to Interview/Scheduling Solution

Additional Departments
Competitive Pricing Research
Baggage Claim Processing
SLA Claim Processing
Automated Passenger Rebooking
TechOps Maintenance Scheduling & Management
Vacation Refund Voucher Processing [COVID]
Loyalty Program Profile Management [COVID]
Passenger Refund Management [COVID]
Flight Schedule Change - Ticket Reissue [COVID]
Flight Reporting Eror Handling
Managing Prorated Vendor Payments
Technology Spend Approval Process

Generative AI Solutions
Extract Sales Opportunity Data from Meeting Recording (LLM)
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)
QA Requirements Enhancement System
Code Documentation & Analysis Assistant
System Diagnostics RAG Chatbot

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

Large Language Models & AI Platforms: OpenAI GPT-4 & GPT-3.5, Google Gemini Pro & Enterprise, Azure OpenAI Service, Anthropic Claude, Autogen, Vertex AI, Azure AI Studio, Hugging Face

AI Development Tools: Vector Databases (Pinecone, MongoDB), Weights & Biases, Azure AI Services, Google Vertex AI, Custom AI Models (Form Processing, Entity Extraction), Pre-Built Models (ID Extraction, OCR), Azure Document Intelligence

Computer Vision & Speech: Azure Computer Vision, Google Cloud Vision AI, OpenAI DALL-E & Whisper, Stable Diffusion, Azure Speech Services, MidJourney (4.0+), GPT-4 Vision, 4-o, Open Source Vision Models

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

Automation Infrastructure: SQL Server DB, Windows Virtual Machines, Blue Prism Application Servers, UiPath Orchestrator

Cloud & Infrastructure: Microsoft Azure (Functions, Cognitive Services, API Management, Blob Storage), Google Cloud Platform (Cloud Functions, BigQuery, Cloud Run)

REST APIs & Integration: Azure API Management, GraphQL, Custom Power Automate Flows, MuleSoft, Salesforce APIs, ServiceNow APIs, Workday Integration, JIRA APIs, Postman, Swagger

Data Analytics & Reporting: Power BI (Desktop & Cloud), Qlik, Power Query (PBI), Power Platform Dataflows, Microsoft Fabric, Python (Pandas, NumPy)

Development & DevOps: Visual Studio Code, GitHub Enterprise, Azure DevOps, Docker, Kubernetes, Terraform, PowerShell, BitBucket, GitLab

Governance & Security: NIST AI Framework, AI Security & Ethics, Azure AI Content Safety, SOC2 Compliance, HIPAA Compliance, Data Privacy Standards