



# ELIJAH R. YOUNG

## ATLANTA, GA

### PROFESSIONAL & PERSONAL BACKGROUND

Elijah R. Young is an accomplished enterprise leader with over 15 years of experience driving digital transformation through intelligent automation and AI. He excels at leading global technical teams, managing enterprise portfolios, and delivering innovative solutions that generate significant ROI. Elijah has a proven track record of success in fast-paced startups and large Fortune 100 companies.

As the founder and leader of the Intelligent Automation Center of Excellence at Delta Air Lines, Elijah spearheaded the development of game-changing automation solutions. He led the rapid creation of a COVID-19 refund processing system that saved the airline over \$2.8M and an automated revenue protection system that safeguarded \$3.5M in the first 90 days. Elijah's leadership and problem-solving abilities have consistently delivered results.

Elijah's passion lies in leveraging data and AI to optimize and automate business processes. He has dramatically increased efficiency through his innovative use of generative AI and voice-to-artifact solutions. By automating requirements gathering and sales insight extraction, Elijah has reduced manual effort from weeks to minutes. His unique approach has empowered teams to focus on higher-value work.

### AREAS OF EXPERTISE & ALLIANCE ALIGNMENT

- ▶ Intelligent Automation Program Strategy & Delivery
- ▶ Enterprise Data Strategy, Governance & Visualization
- ▶ Process Mining, Optimization & Automation
- ▶ Cross-Functional Collaboration & Stakeholder Alignment
- ▶ Generative AI & Voice-to-Artifact Solutions

### INDUSTRY EXPERTISE

Elijah has deep domain expertise in the airline, finance, and healthcare industries. Elijah uses his industry knowledge and technical acumen to quickly understand business challenges and develop targeted automation solutions. Elijah's experience spans a range of functions including finance, supply chain, marketing, HR, and customer loyalty.

### PROJECT HIGHLIGHTS & OUTCOMES

- ▶ Delivered over \$40M in auditable benefits through intelligent automation in 2021
- ▶ Automated 90% of Level 1 support issues, significantly reducing manual effort
- ▶ Led the development of a COVID-19 refund processing system in 5 days, saving \$2.8M
- ▶ Leveraged generative AI to reduce requirements gathering from weeks to under 48 hours
- ▶ Created an automated revenue protection system that secured \$3.5M in 90 days
- ▶ Developed a voice-to-artifact solution to capture sales insights and improve win rates