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SUMMARY

Mr. Elliott brings over 18 years of work experience in developing technical services. Before joining Clevor Consulting Group, Mr. Elliott worked as the Vice President of Engineering for moovel, working closely with the CEO and executive team to manage technical delivery and develop key business objectives.

While at moovel, Mr. Elliott performed several key functions, including department management, performance reviews, objective setting, budget forecasting, project scoping, and solution architecture with internal and external stakeholders. Mr. Elliott is highly skilled and brings a robust array of experience to the Clevor team.

PROJECT EXPERIENCE

2014 – 2021

Ventra Mobile, Chicago, IL

As the lead for production operations and compliance on the Ventra mobile project, Mr. Elliott played a crucial role in coordinating various aspects of the project. He worked closely with the prime contractor and agency stakeholders to ensure smooth development against API specifications from the back-office system of record. Additionally, Mr. Elliott was responsible for transaction reconciliation and data feeds to maintain consistency between two separate back-office systems. He also implemented health monitoring and on-call procedures for both the mobile and back-office systems. As the primary technical resource, he coordinated with the account management team to handle ongoing operations and maintenance, including generating KPI reports, prioritizing future project delivery, and addressing any defects. Furthermore, Mr. Elliott successfully coordinated and executed SOC I audits for the Ventra system, overseeing evidence production, managing auditor vendors, and scheduling engineering tasks to support the audit.

2012 – 2021

TriMet Tickets, Portland, OR

Mr. Elliott played a crucial role in supporting TriMet's first-of-its-kind mobile ticketing solution as a software engineer and cloud services architect. He was responsible for building and maintaining the infrastructure and deployment systems, ensuring smooth operations. Mr. Elliott collaborated closely with TriMet revenue staff to define and deliver deferred revenue accounting, ensuring accurate financial reporting. He also provided on-call support for production issues and offered technical assistance to clients throughout the project. Additionally, Mr. Elliott developed mobile application build and testing workflows to guarantee compliance with test cases and scripts. He wrote and maintained the mobile fare inspection running on iOS application, which allowed for electronic fare validation and oversaw the mobile application release and quality assurance processes, warranting a seamless user experience.

2016 – 2023

CharmPass, Baltimore, MD

Mr. Elliott oversaw production operations and maintenance during the mobile application project for Baltimore MTA, including working with MTA and other agency stakeholders to roll out SmartBenefits® to CharmPass users. One of the key initiatives was the integration and automation improvements of WMATA SmartBenefits®, which transitioned from a manual process to an

automated file ingestion system that significantly improved speed and reliability. Additionally, Mr. Elliott contributed to enhancing the user experience and back-office reliability, resulting in the mobile application receiving high ratings of 4.9 stars in both the App Store and the Play Store, with thousands of positive reviews. He also took charge of the support department, empowering the staff to consistently provide excellent support experiences, leading to customer satisfaction scores exceeding 95%. Furthermore, Mr. Elliott collaborated directly with the Baltimore MTA team, actively participating in discussions regarding new features and suggesting improvements to existing systems and processes.

2015 – 2023

Hop Fastpass, Portland, OR/Vancouver, WA

As the lead operations resource on the Hop project, Mr. Elliott played a crucial role in the development and implementation of the system that continues to drive the Hop Fastpass backend. This system serves riders of TriMet, C-TRAN, and Portland Streetcar, offering a range of services. Mr. Elliott was responsible for architecting, building, and deploying the infrastructure necessary to ensure fast and secure communications between different environments. Additionally, he provided operational feedback and oversight, identifying potential risks and opportunities within the overall solution. Furthermore, Mr. Elliott compiled and advocated for future project improvements, ensuring the continued enhancement of the Hop system.

2021 – 2023

SunRail, Orlando, FL

Steering and empowering the technical delivery team, Mr. Elliott worked with project management, business leadership, client stakeholders, and direct reports in the engineering team to deliver an automated fare collection system for the greater Orlando FL transit agency, SunRail.

2015 – 2023

Mobile Build Pipeline, Portland, OR

Mr. Elliott defined requirements for the company's mobile build system to improve mobile application build and release cycle times and worked with individual contributors to implement and maintain the systems once released. Some key system improvements include automating the continuous integration and delivery of mobile application builds, which helps streamline the development process. Additionally, the system now distributes hardware and provides redundancy in case of hardware failures, ensuring uninterrupted operations. Another improvement is the implementation of artifact and test management, allowing easy access to historical builds and test results for future reference. Mr. Elliott drove a comprehensive assessment of the CI/CD tool to ensure that it meets requirements and optimizes time and budget utilization. These improvements enhance efficiency and reliability in the development and deployment of mobile applications.

2017 – 2021

Caltrain, San Carlos, CA

In addition to his involvement in production operations support for the Caltrain mobile application platform, Mr. Elliott played a key role in overseeing various projects. One of his responsibilities included managing parking validation services and ensuring seamless operations for the parking enforcement vendor. Mr. Elliott played a crucial role in the electronic validation of mobile application fares. This included providing API specifications and offering support for the development of the mobile application. Mr. Elliott's contributions were vital in enhancing the functionality and efficiency of the Caltrain mobile application.

2015 – 2023

MuniMobile, San Francisco, CA

Mr. Elliott was instrumental in the successful implementation of the mobile application and its associated services. He worked closely with the agency to streamline system connectivity, allowing automation to be leveraged for both reporting and fare distribution using a proprietary system. Additionally, he efficiently coordinated events and system disruptions with agency stakeholders. Mr.

Elliott played a crucial role in the deployment and operations support of a rider feedback system. This system allowed MuniMobile users to promptly report any issues and share their ride experiences directly with Muni through a quick and easy mobile application and web experience.

2014 – 2018

VRE Mobile (Virginia Railway Express), Alexandria, VA

As a DevOps engineer, Mr. Elliott played a crucial role in supporting the delivery of software and services to power the VRE system. One of his responsibilities was to interface with WMATA, the regional transit benefits provider, to enable VRE riders to utilize their benefits on the VRE Mobile application. Additionally, he worked closely with the compliance team and internal operational controls to ensure that all contractual requirements were met or exceeded. He also oversaw the delivery of Android fare inspection devices and configured the Knox mobile device management system.

2006 – 2012

Print Shop E-Commerce Platform, Portland, OR

Mr. Elliott served as an engineer and subject matter expert on many parts of an e-commerce and internal printing management platform. Individual initiatives included onboarding software and services to automatically process and normalize customer-provided PDFs, decreasing staff hands-on time and increasing one-touch resolution for file issues. He improved the interface with proprietary press software after upgrades offered more APIs. Mr. Elliott also played a crucial role in transitioning from physical hosts to virtual machines, leading to significant enhancements in performance, reliability, and recovery time in case of hardware problems. Moreover, he provided engineering support for a mass migration of accounts from a legacy platform to a new, more reliable system.

WORK HISTORY

2023 – Present

Solutions Architect, Clevor Consulting Group Inc., Portland, OR

Mr. Elliott joined Clevor Consulting Group in 2023 as a Solutions Architect. His extensive and specialized technical leadership and engineering background in the transportation industry are an integral addition to our team. Using his perspective rooted in operating and maintaining systems for some of the nation’s largest agencies, Mr. Elliott is tasked with providing support and expertise to agencies to enable predictable rollout of projects that meet the needs of the agency and its customers.

2021 – 2023

Vice President of Engineering, moovel N.A., Portland, OR

In his role as VP of Engineering, Mr. Elliott built strategic roadmaps with the CEO and executive team, driving OKRs, quarterly risk assessments, annual disaster recovery tabletops, and other critical business items while maintaining close relationships with key business partners and clients. To improve client relations and provide more rapid feedback, he rebuilt the product engineering change request process, improving turnaround on change reviews from several weeks to less than a week. Mr. Elliott rebuilt the engineering staffing approach after company acquisition and post-merger activities, providing a framework for business stabilization and future growth. He exceeded the operational goal of 99.99% uptime through deployment process improvements, and the employment of a consistent follow-up process on any production defects.

2019 – 2021

Director of Technical Services, moovel N.A., Portland, OR

During Mr. Elliott’s time as the Director of Technical Services, he drove team accountability by overseeing weekly status reports and engineering resourcing processes for a team of 20 technical resources. He managed all technical aspects of the moovel Professional Services Organization and reduced operating costs by 80%.

- 2017 – 2019 | **Director of Development Operations, moovel N.A., Portland, OR**
By directing all aspects of cloud service operations and infrastructure, Mr. Elliott worked with the engineering team to provide services and systems enabling efficient software delivery.
- 2012 – 2017 | **Lead DevOps Engineer, moovel N.A., Portland, OR**
As Lead DevOps Engineer, Mr. Elliott steered technical direction for the company’s DevOps team to meet the expectations of the department head while maintaining an exceptional level of service.
- 2009 – 2012 | **Senior Engineer, Expresscopy.com, Portland, OR**
Mr. Elliott led the development of printing press interfaces and the majority of backend software powering a customer e-commerce website. He oversaw operational review and impact analysis processes, reducing production defects by over 90%.
- 2005 – 2009 | **Engineer, Expresscopy.com, Portland, OR**
As an engineer, Mr. Elliott developed software and services to improve the customer experience for an industry-leading e-commerce system. He wrote code to produce print-ready PDFs for Xeikon presses from customer-provided design files.

EDUCATION

- 2004 | **Computer Science, University of Idaho, Moscow, ID**