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SUMMARY

Mr. Elliott is a Solutions Architect, bringing over 19 years of information technology experience including back office and mobile development, DevOps, cloud operations, security and compliance, as well as department and executive leadership. He has been solely focused on public transit for the majority of this period, starting with delivering the first all-modes mobile ticketing application in North America in 2013.

Mr. Elliott served as VP of Engineering at moovel, leading the team that built and delivered the company's first full automated fare collection system for SunRail in Orlando.

Since joining Clevor Consulting Group, he has continued to leverage his experience to improve the accessibility and usability of public transit for riders and improve fare collection for agencies. He works closely with technical and project teams from transit agencies across North America. In Boston, he serves as the lead for the mobile application and Wallet transit card functional areas, leveraging his mobile application scope and delivery experience to support the delivery of the new Charlie fare collection system. In Minneapolis, he supports the solution architect and project teams with planning and execution for the in-progress fare collection system upgrade and works with the Purple Line team in Baltimore to support the requirements gathering, operational planning, design review, and planning for the fare collection system rollout.

PROJECT EXPERIENCE

2024 – 2025

Automated Fare Collection (AFC) 2.0 Implementation, Massachusetts Bay Transportation Authority (MBTA), Boston, MA

The MBTA is the oldest subway system in the United States; however, its fare collection system is anything but. The MBTA team has embraced new technology and is constantly working on innovative ways to support rider needs, improve systems and processes for MBTA team members, and make transit more effective and accessible for everyone. As part of this mission, Mr. Elliott contributed his experience in the mobile application space to serve as the workstream lead for the new Charlie mobile app. The upcoming Charlie mobile app will provide a new and improved way for riders to manage their transit experience, building on successful implementations with other agencies. This role included system testing as well as coordinating, and leading mobile workstream-related activities across multiple agency and vendor functions.

2023 – 2025

Automated Fare Collection System Upgrade, Metro Transit, Minneapolis-St. Paul, MN

Mr. Elliott served as a technical consultant, collaborating with the Metropolitan Council team to refine requirements, review vendor-provided documentation, and describe a high-level transition plan for successfully implementing the system upgrade. This role required a combination of technical, strategic, and tactical planning experience, as well as a working knowledge of similar system upgrades.

2014 – 2021	Ventra™ Mobile, Chicago Transit Authority (CTA), 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. 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 System, Maryland Transit Administration (MTA), 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%.
2015 – 2023	Hop FastPass® Fare Payment System, TriMet, Portland, OR 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 communication 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.
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.

WORK HISTORY

2023 – Present	Solutions Architect, Clevor Consulting Group 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 the predictable rollout of projects that meet the needs of the agency and its customers.
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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
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VOLUNTEER EXPERIENCE

2025	First Lego League Assistant Coach, Montessori Children's Room, Omaha, NE
2024 – 2025	Assistant Chess Coach, Montessori Children's Room, Omaha, NE
2024 – 2025	Event Support, River City Mixed Chorus, Omaha, NE
2023 – 2025	Parent Outreach Materials Support, PTI Nebraska, Omaha, NE

2023 – 2025	Volunteer, Omaha Metro Disc Golf Association, Omaha, NE
2019 – 2025	Fundraising / Parent Outreach Support, Jordan’s Guardian Angels, Vancouver, WA
2021 – 2022	Basketball Coach, YMCA Athletics, Vancouver, WA
2002 – 2004	Community Outreach, Food and Water Watch, Moscow, ID