

Rod R Ellison

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Results oriented IT professional with over 23 years of diverse experience that includes application development, enterprise architecture, strategic planning and portfolio governance, business process design, investment optimization, and third party vendor technical relationship oversight.

Professional Experience

Director of Technical Architecture/Staff Architect - Current

American Express, Plantation, Florida (Oct 2013 – present)

Major responsibilities (WSCGAT Portfolio – Customer Communications and Servicing Utilities focus)

Responsible for driving architecture, strategy and governance for key World Service and Global Credit Administration platforms: **Enterprise Content Management/Imaging, Digital Mailroom, Learning Network, Performance/Workforce & Knowledge Management.**

- I work with delivery teams and business partners, leading the creation and refresh of the portfolio's roadmaps and blueprints, influencing and steering approximately ~\$10-20MM annual SQP investment for the collective portfolio and ~\$6-10MM in annual AIU (Infrastructure uplift) needs.
- Architecture team lead in working with Enterprise Architecture to establish the Servicing Company Platform and its 22+ Technical Platforms, including all metrics/goals for over 250+ individual applications.

Lead Technical Architect

American Express, Weston, Florida (2005 – Oct 2013)

Major responsibilities (Global Imaging, Fax and Scan)

- Led migration of a large scale Document management platform to Unisys, providing all technical oversight and migration of code/services.
- Partnered with AT&T/Easylink to implement a SaaS solution for the American Express Fax Services, defining contractual arrangements and the end to end technical delivery.
- Architected iVu (Image Viewer Utility), a 2-tier .NET Ajax enabled Web Application enterprise viewer for Imaging, providing access to over 35+ repositories housing over 1B documents.
- Led creation of a new Web Services infrastructure and interface to Imaging using Datapower.
- Led development of the first approved BAITS (Business Aligned IT Strategy) for Document Capture and Imaging.
- Responsible for leading annual workshops with vendor partner Unisys to discuss and align strategic direction for the Imaging platform.

Senior/Lead Programmer Analyst

American Express, Weston, Florida (1995-2005)

Major responsibilities (AESP, Case, Imaging)

- Designed and created UCID (Universal Customer ID) for the servicing portal, a rules based solution enabling a consistent customer experience in identification verification at point of call.
- Lead Developer of LM3 (Lift Memo 3), providing customer care professionals a multi-threaded, windows based UI for managing disputes, integrating with Imaging, and automating send of customer letters.
- Led “Project Repay”, creating a process allowing 3rd party payment processors a way to upload approximately 500k new customer remit/check images per day for storage in Amex’s Document managing platforms.
- Developed and led “Signature Verification”, an Imaging/Fraud based signature capture collaborative effort enabling American Express to avoid over \$11MM in write offs.
- Developer for STARS (SE Transmit and Receive System) and SE Workstation – one of the first Amex to Merchant interfaces for sharing files.

Key Skills & Qualifications

- Significant experience with Technical Platform/Company Platform tools and development.
- Experienced in driving corporate IT mandates to closure (Win2k3, Application uplifts, IT migrations, etc.)
- Strong third party leadership experience - led annual workshop with 3rd party partners (Unisys, AT&T/Openext, and Kofax) - to define and align on strategic direction for ECM/Digital Mailroom portfolio for 6 consecutive years.
- TOGAF9.1 + TCN Track A Certified
- Experienced creating reusable message formats, interfaces and services for reuse.

Awards

- **AET Q3 2015 - Quarterly Digital Exchange innovation** - Awarded first place for a digital learning innovation using Oculus Rift/Virtual Reality as a means to provide bite-sized video training in a distraction free fully immersed environment.
- **AET Gold Excellence 2006** - One of 65 recipients (out of 565 technology focused candidates) personally recognized for driving results, demonstrating leadership and delivering value to American Express.
- **AXP Chairman’s Award 2000**, Top project (Project Repay).

Education

- Bachelor’s Degree in Computer Science, Florida Atlantic University
- Microsoft Certified Solutions Developer (MCSD) training