Rod R Ellison

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Results oriented IT professional with over 25 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

Staff Engineer - Current

American Express, Sunrise, Florida (April 2016 – present)

Major responsibilities (Enterprise Platforms – Global Statements and Disclosures focus)

Responsible for evolving several core Customer Products and Services mainframe and distributed platforms to IaaS/PaaS cloud-based architectures. Additionally, responsible for driving the platform's API exposure and CICD maturity.

- Worked with Global Statements team to POC, refactor and begin migration of this M/F centric application onto the Paas/Cloud environment.
- Led technical efforts to establish a PDF cache repository for hosting Disclosures content for electronic consented Cardmembers, as the first customer of Amex's Cloud based elastic Cloud Storage platform.
- Designed and drove implementation of the first external company Statement request flow ('Project Halifax') - allowing over 700k newly acquired *Citi* customers to obtain copies of prior year statements.

Director of Technical Architecture/Staff Architect

American Express, Plantation, Florida (Oct 2013 – Mar 2016)

Major responsibilities (Servicing 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.**

- Led 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/Opentext, 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