

# Michael Hong slo

**Enterprise & Solutions Architect | Healthcare Technology Leader**

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## Professional Summary

Results-driven Enterprise & Solutions Architect with 20+ years of experience transforming healthcare technology landscapes. Proven track record of modernizing legacy systems, designing cloud-native architectures, and leading cross-functional teams to deliver scalable solutions. Expertise in AWS, microservices, and healthcare data standards (HL7, FHIR, EDI) with a focus on driving digital transformation initiatives that reduce costs and improve operational efficiency.

## Core Competencies

### Architecture & Design

- Enterprise Architecture • Solutions Architecture • Microservices Architecture • Event-Driven Architecture • Cloud-Native Design • API Strategy

### Cloud & Infrastructure

- AWS • Microsoft Azure • Google Cloud Platform • Kubernetes • OpenShift • Serverless Technologies

### Healthcare Technology

- Epic Integration • HL7/FHIR Standards • EDI (837/835, 270/271) • Healthcare Analytics • Claims Processing • Telehealth Solutions

### Leadership & Strategy

- Team Mentoring • Vendor Management • Stakeholder Engagement • Technical Roadmaps • Agile/SAFe Methodologies

## Professional Experience

### Solutions Architect | Wellmark Blue Cross Blue Shield

*November 2023 – Present*

- **Legacy System Modernization:** Solutioned business requirements for a comprehensive billing system for self-funded groups. Billing system included processing claims, capitation payments, direct payments, pharmacy rebates, and other miscellaneous charges.
- **Cloud-Native Architecture:** Architected solutions to modernize a billing system that was written 10 years ago using Windows native software. Designed modern architecture for their billing system as cloud-native using AWS, serverless technologies, and event-driven architecture.
- **Cross-Functional Collaboration:** Collaborated with other architects on integrations and worked with engineering teams to define standards for processes, automating recovery of failed transactions, and defining practices for making processes idempotent.
- **Team Leadership & Mentoring:** Mentored engineering team on architecture and best practices, improving system reliability through implementation of automated recovery processes.

*Technologies: AWS, Business Objects, Power BI, Event-Driven Architecture, Windows, C#/.NET, MS SQL Server*

### Solutions Architect | Hydrogen Health

*April 2023 – July 2023*

- **Authorization & Payment Platform:** Supported Authorization & Pay project which authorizes credit card payments for telehealth services. Auth & Pay provided validation of patient's insurance coverage (270/271) to determine cost of telehealth services. Non-covered services are billed and paid as e-commerce transactions (authorization & pay). Covered services resulted in claims submission to insurance carriers.
- **Cross-Platform Support:** Supported Development and QA teams to resolve issues with mobile app (SDKs), claims, eligibility, e-commerce issues, collaborating with Hydrogen Health's clients (insurance carriers) and partners (telehealth providers) to determine best course of resolution.
- **Integration Architecture:** Architected solutions to enhance integration between Hydrogen Health and their clients' applications, improving data flow efficiency and system interoperability.
- **Product Strategy:** Initiated discovery work on a 2.0 product and research solutions and vendors for a clinical database to support next-generation platform capabilities.

*Technologies: Google Cloud Platform, Salesforce, FHIR, HL7, Kotlin, PostgreSQL*

## Enterprise & Solutions Architect | Memorial Sloan Kettering Cancer Center

*April 2022 – December 2022*

- **Service Platform Architecture:** Enterprise Architect for MSK's service platform, supporting clinical operations. Collaborated with end users, product management and other architects to define problems, requirements, and an architecture strategy to meet MSK's business objectives.
- **Executive Presentations & Funding:** Presented roadmaps, architecture, and solutions to Product management to secure funding for projects, and assist with planning initiatives, demonstrating architecture's alignment with business goals and architectural roadmaps.
- **Integration Solutions:** Partnered with other architects to improve solutions that involved integrations with various platforms and applications such as Salesforce, Epic, Allscripts CIS, ensuring seamless data flow across clinical systems.
- **API Development & Testing:** Defined swaggers for new APIs using Postman as well as test new and existing APIs to confirm functionality and realize data points that can be leveraged within new processes.

*Technologies: Salesforce, Confluent Kafka, Java, AWS, Azure, Epic, Microservices*

## Enterprise Architect | United Health Group - Government Provider Technology

*September 2021 – February 2022*

- **Strategic Portfolio Management:** Collaborated with product management, portfolio and technology architecture leads to plan out, document, and execute strategic product family delivery roadmaps for government healthcare solutions.
- **Enterprise Architecture Vision:** Collaborated with other architects to define architecture vision and create an end-to-end target state solution blueprints and implementation roadmaps using consultative, agile approach to solving problems that support business and technology strategies.
- **Provider Selection Service:** Architected the Enterprise Provider Selection service to identify providers related to claims processing, ensuring accurate provider matching and claims routing.
- **Executive Communication:** Presented roadmaps, architecture, and solutions to upper management to secure funding for projects and demonstrate architecture's alignment with business goals and architectural roadmaps.

*Technologies: AWS, Azure, Kubernetes, Cassandra, Elasticsearch, Java*

## Solutions Architect | CO-OP Financial Services

November 2020 – September 2021

- **Digital Payment Solutions:** Created conceptual and logical architecture design for Google Paycache, a Google digitally issued card, and digital card issuance to allow financial institution members to use their debit/credit card immediately without waiting for physical card and push card updates to merchant accounts.
- **Extended Payments Architecture:** Created conceptual and logical architecture design for Extended Payments program on credit accounts to convert revolving charges to a short-term installment loan, providing customers with flexible payment options.
- **Architecture Governance:** Presented and participated in architecture review board to present and approve solution designs for various projects, ensuring compliance with enterprise standards and policies.
- **Vendor Collaboration & MVP Development:** Collaborated with external vendors for discovery to develop solution design and worked with product owners on product features to produce definition of minimum viable product. Produced low-level design artifacts for design authority board approval and for developers, including swaggers for new and existing APIs.
- **Development Team Leadership:** Collaborated and mentored development team to ensure compliance with solution design, company standards, and policies.

*Technologies: MuleSoft, Microsoft Azure, Azure SQL, RESTful APIs, Apple Wallet APIs*

## Solutions Architect | Acumen

October 2019 – August 2020

- **Infrastructure Modernization:** Evaluated and re-architected Acumen's computing environment to make their computing environment and web applications and databases scalable and fault tolerant, reducing operational costs by 30%.
- **Standards & Compliance:** Re-evaluated development standards and redefined standards to follow best practices. Evaluated vendors for 508 compliance verification to assist Acumen with ensuring accessibility for those with disabilities and to meet requirements of clients.
- **Application Architecture:** Created conceptual and logical architecture for their flagship application to meet business requirements and to make it more scalable and manageable, reducing overall hardware and operational costs associated with the application.
- **Security & DevOps:** Performed discovery work and research on various vendors to assist Acumen to ensure secure coding practices and secure software deployments. Advised and guided development and DevOps personnel on secure coding practices to meet HITRUST compliance, and different deployment strategies to reduce application downtime.
- **Kubernetes Optimization:** Guided process to reconfigure Kubernetes cluster to better utilize resources using namespaces and address ill-formed configurations with their cluster.

*Technologies: Kubernetes, Jenkins, Java Spring Boot, PostgreSQL, HAProxy*

## Solutions Architect | Delta Air Lines

June 2019 – October 2019

- **Revenue Management Architecture:** Authored a conceptual, logical and physical architecture for Delta's Revenue Management Bags project. Project was to rewrite the bags project and to allow for bag fees to be paid using air miles.
- **Architecture Review Board:** Collaborated with the Architecture Review Board to present designs and architecture that consistent with Delta's architectural governance and gain approval for architecture plans for the project.
- **Development Team Guidance:** Advised the development team on designs that would be consistent with the planned and approved architecture plans, ensuring implementation aligned with enterprise standards.
- **Infrastructure Collaboration:** Developed physical architecture for Revenue Management Bags project and collaborated with the IT team on infrastructure builds to support the new system requirements.

*Technologies: Red Hat OpenShift, JBoss, Java Spring, Oracle, Apache Cassandra*

## IT Manager / Enterprise Architect | Univfy Inc.

June 2010 – June 2019

- **Healthcare Platform Development:** Collaborated with business executives and owners to refine business requirements. Developed architecture for B2B and B2C web applications involving healthcare analytics, e-commerce, and content management, and business intelligence.
- **Internal Systems Architecture:** Developed architecture for an internal web application to support call center activities and customer support. Researched marketplace for technology solutions and products to meet the requirements of Univfy's computing needs.
- **Compliance & Security Management:** Developed PCI & HIPAA compliance policies and standards and implemented systems, software, and processes to comply with healthcare industry regulations and payment processing requirements.
- **Team Leadership & Vendor Management:** Recruited and managed teams of system administrators, software engineers and web producers to implement, maintain and secure computing environments and applications. Managed vendors for cloud computing services, software licenses and subscriptions.
- **Enterprise Computing Environment:** Defined architecture for Univfy's system computing environment, ensuring scalability, security, and compliance with healthcare industry standards.

*Technologies: Red Hat Enterprise Linux, JBoss, Java J2EE, Oracle, IBM Cloud, AWS*

## Education

**Bachelor of Science, Computer Science**  
Minnesota State University, Mankato, MN