

RJ Hollberg

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Summary

Software Architect and technical leader with **25+ years** of hands-on experience designing and delivering products, including enterprise-scale distributed systems. Currently leading AI initiatives, including architecting a production ChatGPT clone and enabling natural language interfaces over an enterprise data warehouse.

- **Architecture Focus:** DDD, event-driven microservices, and clean code principles
- **Microsoft Stack Expert:** Deep expertise in .NET ecosystem since 1.0, Azure, and modern cloud-native patterns
- **Full SDLC Experience:** R&D, agile, development, testing, CI/CD, infrastructure, and DevOps
- **Force Multiplier:** Passionate about mentoring developers, establishing best practices, elevating team capabilities, and producing high-quality output

Skills

Domain	Technologies & Expertise
Architecture	DDD, Bounded Contexts, Event-Driven, Microservices, CQRS, Clean/Explicit Architecture
AI & ML	LLMs, RAG, Semantic Kernel, Prompt Engineering, AI Agents, Vector Search, Azure OpenAI
Languages	C#, SQL, some web
Cloud & Infra	Azure (CosmosDB, Event Hubs, Service Bus, App Services), Terraform, Docker, CI/CD
Data	SQL Server, CosmosDB, MongoDB, PostgreSQL, Snowflake, Event Sourcing
Practices	TDD, Refactoring, Code Review, Pair Programming, Technical Mentorship
Languages (Human)	English (native), Portuguese (quasi-fluent)

Education

B.S. in Information Technology - Software Emphasis
Western Governors University, 2016

Professional Experience

R1 RCM, Inc.

(3/2023 - Present) Staff Software Engineer

- Position name change—the company decided to rename all Architect positions company-wide and embed us on specific teams
- Tech lead for the company's first AI app: an internal ChatGPT clone
 - Rapid training on bleeding-edge AI technologies
 - Kept the app up-to-date constantly as AI technology evolved and new features were requested, iterating through increasingly complex architectures
 - Roughly on-par with ChatGPT functionality



- Recently joined a BI team where I'm applying my recent AI expertise
 - Moving to allow users to chat with AI over our entire Data Warehouse
 - Customizing AI Agents and various prompt instructions for vibe coding
 - Planning major migration between Azure tenants



(7/2021 - 3/2023) Software Architect

- Worked with Accounts Receivable teams to design a migration of our legacy, monolithic apps towards a newer architecture consisting of:
 - Microservices
 - Domain-Driven Design (esp. Bounded Contexts)
 - Event-Driven architecture (between microservices)
 - Explicit Architecture (inside microservices)
- Presented on various technologies and architectural concepts for coworkers, other Architects, and management
- Conducted the pilot for GitHub Enterprise
 - Managed all configuration
 - Built and maintained custom build agents
 - Onboarded the entire development staff (and management)
 - Designed and executed the transition strategy from Jira
 - Trained new dedicated GitHub team, then handed off to them
- Built and maintained several packages shared across microservices, addressing cross-cutting concerns



Willis Towers Watson plc

(2/2017 - 7/2021) Software Architect

- Promotion—worked with several dev teams as a force-multiplier, with a specific focus on:
 - Helping teams redesign legacy code as event-based microservices
 - Using refactoring to arrive at those designs (instead of full-scale rewrites)
 - Assisting teams as they migrated to new CI/CD tooling
 - Coordinating integration between teams & their microservices
 - Recommending best practices, patterns, and strategies
 - Assisting developers to grow their personal software skills and plan for their careers (mentoring)

- Built out IaC environments in Azure
- Built and maintained several packages shared across microservices, addressing cross-cutting concerns



(3/2016 - 2/2017) Senior Software Developer

- Played a central role in designing and implementing the strategy for migrating to new database technology
 - Created efficient tooling to perform automated document migration and validation
- General bugfixes, improving the performance of various components across our system
 - Improved the performance of our largest query by 50-80%
- Explored options for moving our legacy monolith code to microservices



Aviacode, Inc.

(8/2013 - 2/2016) Senior Software Developer

- Helped design and build new SaaS platform for medical coding professionals, including:
 - Server-side distributed system
 - Onion architecture
 - Durable messaging
 - Document storage
 - Client-side SPA
- Specific focus on back-end processes and security
- Got to work under some truly amazing architects. While I wasn't the one driving this time around, I learned a lot.



Centershift, Inc.

(2/2005 - 7/2013) Software Developer

- While the company used the same title for all developers, I served in the sole R&D/architect position.
- Researched and spearheaded several initiatives to improve our software and SDLC, including:
 - Project management
 - Agile** **Scrum**
 - Led a 2-day conference to train the entire company
 - Helped train other companies with a coworker as a side gig
 - Centralized source control
 - Hypervisor** **TFS** **VM** **VNet**
 - Automated CI/CD and log aggregation
 - Virtual dynamic test lab
 - Branching strategies
 - Patterns & practices
 - Clean Code** **Code Contracts** **DDD** **OOP** **SOA** **SOLID**
 - Development techniques
 - Craftsmanship** **Pair Programming** **Refactoring**
 - Testing techniques
 - Mocks** **Test Automation** **Test Pyramid** **TDD**
- Architect and lead developer on vNext SaaS platform
 - Built and maintained core components for other developers, including:
 - CI/CD pipeline
 - Automated test environment
 - Project architecture
 - Authentication
 - Data access
 - Security
 - Credit card processing
 - Platform was much more robust than anything the company had built before
 - Single codebase, built & optimized for multiple target platforms
 - 10,000+ unit & integration tests ran against each target platform, all in <5 mins
 - Maintained >=90% code coverage
- Inherited lead development role for *current* SaaS platform. Significant contributions include:
 - Data access
 - Core object model
 - Common UI controls
 - Web services layer
 - Deployment and Windows installer
- Helped maintain *legacy* SaaS platform
 - During 2005 only
- Provided general support for the rest of the development team. When anyone needed help, I was the one they came to.

Keane, Inc.

(7/2001 - 1/2005) Consultant

- Contracted to The Church of Jesus Christ of Latter-day Saints
- Designed, built, and/or maintained several applications and databases, including:
 - Global missionary debit card stipend system
 - Genealogical (and other historical) records manager
 - Tracking system for welfare provided to homeless people in Salt Lake City
 - Integration of financial data with various 3rd-party systems
- Helped maintain and enhance several legacy applications, including:
 - Global missionary onboarding system
 - Custom project management application
 - Parking permit & ticket management (on handheld devices) for church properties
- Provided general IT support and consulting services



PEGUS Research, Inc.

(7/1999 - 7/2001) Technical Research Assistant

- Designed, built, and/or maintained several applications and databases, including:
 - Pharmaceutical research studies for companies such as Novartis and GlaxoSmithKline
 - Internal time tracking and payroll
 - Nationwide network of partner pharmacies
- Provided IT support throughout the company



Past Certifications

I've earned various certifications over the years—these are no longer active, but demonstrate breadth of foundational knowledge. Always happy to pursue new ones if needed.

