Grace Victoria – SLA Interview

# Background Summary

Grace brings deep experience in enterprise architecture, cloud transformation, platform modernization, and Agile/SAFe methodologies. With her leadership at Deloitte, Infosys, and as an Enterprise Architect at Aetna, she’s well-versed in healthcare, multi-cloud environments, and orchestrating large-scale solutions.

# Interview Narrative Flow

## 1. Warm-Up and Contextual Entry

* Usual background except tailored for SLA
* Speak to candidate role in Deloitte's AWS migration and digital modernization programs.
* Session walk through overview prep
* Usual talk about taking her time to answer…especially for the SLA role
* Use this session to walk through Grace’s approach to designing extensible, compliant cloud-native solutions—especially in regulated spaces like healthcare.”

## 2. Interview Questions

### Section 1: Architectural Strategy

**Q1.** *“In your Aetna role, how did you ensure alignment between business capability maps and logical architecture in a regulatory-heavy domain like healthcare?”*

* *Follow-up:* “Did you use TOGAF or any custom framework to ensure traceability?”
* **Why this matters:** Evaluates architecture-to-business traceability, regulatory alignment.

**Q2.** *“Can you walk us through how you handled architectural runway and debt in the Caremark initiatives? How did you decide when to sunset services versus replatform?”*

* *Follow-up:* “Why not continue investing in technical debt mitigation instead of replatforming?”

### Section 2: Security and Compliance by Design

**Q3.** *“You’ve worked with SOC2, HITRUST, and NIST 800-53. In the SuperApp context, what would your threat modeling strategy look like for externalized APIs used across multiple digital member services?”*

* *Grace-specific angle:* “Did your time with Infosys include zero-trust policy design or role-based entitlements integration with Okta or AWS Cognito?”

### Section 3: Solution Patterns and Trade-offs

**Q4.** *“In the SuperApp we’ve seen challenges with chat integration at scale. Given your microservices and event-driven background, how would you design a scalable chat service that supports escalation to live agents while remaining cost-efficient?”*

* *Follow-up:* “Would you default to serverless? Why not container-based orchestration?”

### Section 4: Platform Extensibility

**Q5.** *“Tell us about a time you made architectural decisions that enabled future team independence—specifically, how did you structure bounded contexts or APIs to avoid bottlenecks?”*

* *Grace-specific tie-in:* “In Deloitte’s micro frontends initiative, how did you ensure loose coupling between React micro UIs and shared backends?”

**Final Challenge**

**Q6.** *“Imagine our engineering leadership is split between using a shared GraphQL API gateway and independently versioned REST endpoints for SuperApp verticals. How would you mediate the decision—and what metrics or principles would guide you?”*

**Evaluation Notes for Grace**

| **Area** | **Expectation** | **Grace's Strength** |
| --- | --- | --- |
| Cloud-Native Design | AWS, Azure, multi-cloud tradeoffs | Deloitte/Aetna projects |
| API Strategy | REST, GraphQL, versioning, traceability | Microservices + architecture playbooks |
| Security/Compliance | HIPAA, OAuth2, RBAC, data isolation | SOC2, HITRUST, NIST alignment |
| Leadership | Decision-making across silos | Senior Architect roles at scale |
| Communication | Stakeholder alignment & technical clarity | Executive briefings & playbooks |

Interview Script: Adam Kilber – Staff Engineer

**Background Summary**

Adam is a senior engineer with experience spanning full-stack JavaScript/TypeScript, DevOps (Terraform, AWS), serverless and containerized microservices, and strong CI/CD integration. His roles at Cognizant, Triverus, and MassMutual show his evolution from developer to team-level technical decision-maker.

## 1. Warm-Up and Contextual Entry

* Usual background except tailored for SLA
* Speak to candidate role in modernization efforts in the Node/AWS space.
* Session walk through overview prep
* Usual talk about taking her time to answer…especially for the SLA role
* Use this session to walk through Grace’s approach to designing extensible, compliant cloud-native solutions—especially in regulated spaces like healthcare.”

### Section 1: Design Depth

**Q1.** *“In your MassMutual experience, you implemented event-driven AWS-based solutions. Can you walk us through how you designed a Lambda-based backend that balanced cold-start latency, cost, and throughput?”*

* *Follow-up:* “What tools did you use to simulate or profile latency under spike loads?”

### Section 2: CI/CD and Developer Productivity

**Q2.** *“You’ve set up GitHub Actions and worked with Docker-based build/test pipelines. How did you enforce security scanning and integration test reliability in your CI workflows?”*

* *Adam-specific detail:* “You mentioned Trivy and Snyk—why did you pick one over the other?”

### Section 3: Authentication and API Gateway

**Q3.** *“Let’s say you’re tasked with securing a short-text translation API for internal use. What AWS IAM + API Gateway approach would you take to authenticate requests from a mobile app?”*

* *Follow-up:* “Would you consider Cognito with identity pools? What are the trade-offs?”

### Section 4: API Design and Error Handling

**Q4.** *“You implemented structured error responses using RFC 7807. Can you share how you structured error propagation from downstream Lambda failures to the API layer? Did you wrap exceptions with context?”*

* *Follow-up:* “How would you maintain traceability across multiple async microservices?”

### Section 5: Observability and Cost

**Q5.** *“In a high-throughput system, how do you decide between CloudWatch Logs, X-Ray, and third-party observability platforms like Datadog or Honeycomb? What factors do you weigh when evaluating observability ROI?”*

### Final Coding Exercise (Verbal/Pseudocode)

**Q6.** *“Let’s say we want to cache recent translations by language pair using Redis or ElastiCache. Describe the cache key schema, TTL strategy, and fallback logic in pseudocode.”*

* *Follow-up:* “How would you unit test this logic effectively, especially with failure injection?”

**Evaluation Notes for Adam**

| **Area** | **Expectation** | **Adam's Strength** |
| --- | --- | --- |
| Scalable Backend | Serverless, microservices, state management | Lambda + Kinesis design |
| CI/CD Discipline | GitHub Actions, lint/test/stage gates | End-to-end control at Triverus |
| Auth & API Gateway | Cognito, IAM roles, JWT | Experience designing secure endpoints |
| Logging & Observability | Metrics, tracing, structured logging | Deep experience with X-Ray and Datadog |
| Dev Mindset | Clear communicator, systems thinker | Strong grounding in team practices |