

August Miller

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Summary

I build systems that solve messy problems in the real world. I've spent four years architecting and deploying MyChart Central and EpicID, a nationwide patient platform and the SSO system behind it, bringing patient-driven interoperability to the most regulated and fragmented industry there is.

MyChart Central is live at 346 organizations across all 50 states and built for the 200M patients that use MyChart.

Experience

Epic Systems — Verona, WI

Software Engineering Team Lead, MyChart Central

June 2023 — Present

- Architected and led development from a single database to a scalable, highly available distributed system that actively manages millions of HIPAA-covered accounts.
- Built and led the development of EpicID, replacing a fragmented legacy login system with a cloud-native OpenID Connect provider for millions of patients.
- Designed and help lead the migration of legacy MyChart infrastructure to the cloud. Will cut hundreds of thousands of dollars in monthly operating costs with minimal change to the dev experience for hundreds of developers on the patient experience division.
- Executed the single-day rollout of MyChart Central to the entire state of Louisiana, troubleshooting with 9 health systems to make Team Crawfish a reality.
- Helped drive the two-week rollout that brought MyChart Central to all 50 states.
- Gathered evidence for and helped build new developer processes around SOC 2 compliance driving MyChart Central adoption for health systems nationwide.
- Rapidly developed the monitoring system for legacy MyChart architecture that is now the main source of metrics alerting on-call staff to MyChart outages.
- Presented to Epic's development team of 3,000 engineers on architecture practices for innovation and internal AI tooling, helping drive widespread AI tool adoption.
- Built an internal project planning app that gave the division visibility into staffing requirements and committed timelines.

Software Engineer, MyChart Central

June 2022 — June 2023

- Designed the MyChart Central onboarding millions of patients have completed across 346 health systems.
- Bootstrapped records into a single system using HL7 FHIR specs, and contributed to a related Epic patent filing.

Skills

Identity & Access: OAuth 2.0, OpenID Connect (OIDC), federated identity, single sign-on (SSO)

Healthcare & Compliance: HL7 FHIR, patient record linking, HIPAA-aligned PHI security, SOC 2

Architecture: distributed systems, high availability, hybrid legacy-cloud integration

Cloud & Operations: Azure, Docker, Kubernetes, Linux, OpenTelemetry, production support

Languages & Frameworks: C#, .NET Core, ASP.NET, TypeScript, React, Python, SQL, MUMPS

Education

B.S. in Software Engineering, Michigan Technological University
Minor in Mathematical Sciences · GPA 4.0/4.0

2022