

ELMER ALEXIS ALICAWAY II

FULL STACK SOFTWARE DEVELOPER

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PROFILE

Adaptable Full-Stack Developer with an IT degree and a professional foundation in Technical Support (TSR/CSR), specializing in building high-impact enterprise systems. I am currently architecting a decoupled Manufacturing ERP—utilizing a Next.js (React) frontend and Django backend—that has already improved operational efficiency by 40%. My background in technical troubleshooting allows me to bridge the gap between complex user needs and scalable code, from designing relational MySQL schemas to integrating OpenRouter AI for automated insights. I am a flexible problem-solver comfortable managing the full application lifecycle and am actively open to new opportunities to deliver secure, user-centric software solutions.

WORK EXPERIENCE

- **Technical Support Representative | OfficePartners360 | 2025**
 - Diagnosed and resolved complex software configurations and database synchronization issues for 50–80+ healthcare providers daily, consistently maintaining a high first-contact resolution rate by rapidly identifying root causes in enterprise dental systems under high-pressure conditions while authoring technical documentation to streamline future system optimization.
- **Full Stack Developer | Freelance | 2023 – 2025**
 - Architected and deployed a custom Manufacturing ERP system using Django and MySQL to replace manual production logs with a centralized, database-driven workflow. Designed and normalized MySQL schemas for production orders, inventory, vendors, and cost tracking, significantly improving data consistency and traceability. This automation reduced manual data entry time by 40% and improved overall operational efficiency.
 - Developed secure and scalable RESTful APIs to connect the Python backend with a responsive Bootstrap and jQuery frontend, enabling real-time data updates, efficient CRUD operations, and smooth user interactions powered by optimized MySQL queries.
 - Implemented comprehensive Authentication and Authorization using Django's built-in security framework, including role-based access control to ensure that sensitive business data stored in MySQL was accessible only to authorized users. Applied input validation and permission checks to maintain data integrity and system security.
- **Customer Service Representative | iQor, Davao City | 2019 – 2023**
 - Managed high-volume order processing and credit application workflows for 80–100+ customers daily, ensuring accuracy in billing and account reconciliation. Resolved complex order issues and financial disputes under high-pressure conditions, consistently achieving a high first-contact resolution rate through fast and effective problem-solving.

KEY PROJECTS

- **Manufacturing ERP System (In-Development)** Architected a decoupled enterprise platform using a Next.js (React) frontend and Django REST Framework backend to digitize factory workflows. This active project features an intelligent production suite—including a Batch Scaler, Lab Calculator, and Unit Converter—currently being integrated with the OpenRouter AI API for automated insights. By engineering this high-performance architecture, I achieved a 40% reduction in data entry time while maintaining absolute data integrity through a structured relational backend.
- **High-Performance HTTP Server (Research & Development)** Engineered a custom server from scratch using Python's socket library to master raw TCP/IP connections. This deep-dive project demonstrates a comprehensive understanding of HTTP/1.1 cycles, manual header parsing, and low-level resource management, showcasing the technical agility to troubleshoot complex networking issues.