

Francis Albert Ilacad

+639060766219 | filacad22@gmail.com | Quezon City

SUMMARY

Fullstack Developer with 3+ years of experience delivering scalable, secure systems for Cebu Pacific and government platforms. Specialized in React, Node.js, and CI/CD automation, with a strong track record in building mission-critical tools that streamline operations, boost productivity, and ensure compliance. At Cebu Pacific, I led development across ramp, booking, and marketing systems—powering seamless travel experiences for millions and giving impact across airline operations.

WORK EXPERIENCE

Production Support Engineer (L3), Blackfort Consulting Inc. | Taguig City

August 2025 – Present

Handled mission-critical applications in production environments, ensuring stability, performance, and security across multiple systems. Provided L3 support, deployed fixes, and implemented long-term solutions to recurring issues.

- Resolved 5 recurring issues (e.g., memory leaks, system hangs) through root cause analysis and architectural fixes.
- Diagnosed and deployed urgent fixes within SLA windows, reducing downtime by 80%.
- Migrated 5 manual pipelines to CI/CD workflows using Azure DevOps, cutting deployment time by 40%.
- Managed access provisioning for 150+ users across BRE, SharePoint, and Azure DevOps.
- Delivered trace logs and audit data for L3 escalations using SSMS and Apigee monitoring.
- Performed 20+ job reruns, CPU usage audits, and manual deployments with zero rollback incidents.
- Acted as final escalation point for 100% of unresolved Helpdesk and App Support tickets.
- Supported 50+ live applications with 99.9% uptime across Cebu Pacific's operational stack.

Fullstack Developer, Blackfort Consulting Inc. | Taguig City

July 2024 – August 2025

Developed scalable Fullstack Applications supporting Cebu Pacific's Operations, Ramp, Marketing, and Booking teams. Delivered secure, performance-optimized solutions across mission-critical systems.

Cebu Pacific Website - Maintained and enhanced production code for Cebu Pacific's web platform — resolved bugs, improved performance, and supported mission-critical flows across booking, check-in, and promotions.

AOG (Aircraft On Ground) System - Improved aircraft inspection and repair efficiency by 25% through centralized Slack-based communication and custom workflow automation. Integrated Slack API to streamline cross-team alerts and notifications.

Ramp Operation System - Automated ramp readiness checks and payload validation, replacing manual paper logs with a custom-built system. Boosting operational productivity by 56%.

VIP Onboard System - Developed a VIP tracking system that proactively alerts teams for high-profile passenger handling, improving coordination and service readiness by 10% during peak government travel seasons.

Potable Water - Engineered prohibited item detection and potable water monitoring features, improving safety and fuel efficiency by 10% across daily operations through optimized water level tracking.

Marketing Campaign Mgmt - Delivered a cross-team campaign management platform for ads, budgets, and execution tracking, streamlining marketing workflows.

- Engineered scalable Apigee API proxies using OAuth2, JWT, and rate limiting. Implemented shared flows and trace-based debugging to ensure 99.99% uptime and secure integrations.
- Authored deployment plans and executed zero-downtime rollouts across staging and production environments.
- Led code reviews and enforced clean architecture standards. Mentored junior developers and improved sprint velocity.
- Operated in Agile Scrum teams with 2-week sprints. Managed backlog, releases, and traceability via Azure DevOps.

Mid-Level Web Developer, WPH Digital Pte. Ltd. | Singapore

August 2022 – July 2024

Delivered Fullstack solutions for government and cultural platforms, focusing on scalable architecture, reusable components, and production-grade systems that improved public engagement and operational efficiency.

ESG (Enterprise Singapore) - Led frontend development using Sitecore, HTML, SASS, Bootstrap, and .NET; delivered responsive UI components and global styling architecture. Executed manual on-premise deployments across environments, ensuring production stability and compliance

HAN (Heritage Activation Nodes) - Developed an interactive heritage trail platform that showcased Singapore's cultural landmarks. Led solo frontend development and iterative UX refinement, achieving a zero-defect launch through Jira-based feedback loops.

ELKO - To help the company launch a revenue-generating DAM platform, I contributed to the Fullstack development of ELKO a multi-tenant system with built-in AI tools like Amazon Rekognition. Supported AWS integration and deployment efforts, enabling a successful launch that drove a 5% increase in company revenue.

- To ensure consistent styling across the platform, I contributed reusable UI components in Storybook. Standardizing design implementation and accelerating frontend development across teams.
- Implemented multi-environment architecture (dev, UAT, prod) for ELKO, ensuring smooth deployment cycles and reducing environment-specific bugs.
- Maintained clean, modular codebase aligned with industry standards. Ensuring long-term maintainability and reducing technical debt.
- Operated under a waterfall development model with weekly knowledge-sharing sessions every Thursday, helping teammates improve their technical skills and delivery confidence.
- Mentored junior developers through KT sessions and code reviews, accelerating delivery and raising code quality across teams.

EDUCATION

Quezon City University – BS in Information Technology | Quezon City

June, 2022

SKILLS

Apigee, AWS (Lambda, API Gateway, DynamoDB, Cognito, S3, CloudWatch), Azure DevOps, BRE, Sonarqube, CI/CD, CSS, Cypress, Docker, Express.js, Figma, Firebase, Git, GitHub, GraphQL, HTML, JavaScript, MongoDB, MySQL, Next.js, Node.js, React.js, REST, SASS, SharePoint, Sitecore, TailwindCSS