

Francis Albert Ilacad

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SUMMARY

High-performance Fullstack Developer & Site Reliability Engineer (SRE) with over 4 years of experience architecting scalable, mission-critical systems for the aviation and government sectors. Proven track record at Cebu Pacific in driving operational productivity (56% increase) and system reliability (80% downtime reduction) through advanced automation and cloud-native solutions. Expert in React, Node.js, and SRE methodologies, with a deep focus on bridging the gap between innovative user experiences and robust backend stability.

WORK EXPERIENCE

Site Reliability Engineer (SRE) (L3), Blackfort Consulting Inc. | Taguig City August 2025 – Present

Oversee high-availability operations and deployment automation for enterprise (internal) and commercial (revenue-generating) aviation applications.

- **Revenue Protection & Tooling:** Spearheaded the "Unstamped Payment Initiative" by architecting a custom C# utility to parse PNR logs, reducing resolution time from several days to just 2-3 hours.
- **Infrastructure Automation:** Engineered "GroundControl" initiatives using PowerShell and PM2 to automate the self-healing and monitoring of Node.js applications post-OS migration, eliminating manual downtime tracking.
- **Regulatory Compliance:** Developed an automated PowerShell EFT system for FTPAustralia, ensuring secure, urgent manifest data transfers to international authorities and preventing multi-million-dollar regulatory fines.
- **Release Management:** Direct UAT-to-Production deployments for 50+ live applications via Azure DevOps and Apigee. Manage full-scale SSL certificate rotations and enterprise-wide K2 workflow migrations (SMTP to SendGrid).
- **L3 Support & Escalation:** Act as the final technical escalation point for revenue-critical payment systems, managing CyberSource fraud prevention and external banking gateways (ECollect/JPM/SBC).

Fullstack Developer, Blackfort Consulting Inc. | Taguig City July 2024 – August 2025

Led the design and implementation of highly customized internal collaboration tools and robust API proxies.

- **Slack Ecosystem Architecture:** Built the "AOG (Aircraft on Ground) Use Case", a mission-critical automated alerting and coordination system integrated with AIMS, significantly mitigating repair delays for grounded aircraft.
- **Sustainability Analytics:** Created the "Potable Water" and "GSE/GPU Monitoring" systems, providing real-time data on aircraft water loads and device usage to drive down fuel consumption per flight.
- **Operational Digitization:** Designed the "Ramp Ops Card" system, digitizing legacy paper-based cargo/baggage tracking into real-time Slack-integrated forms, increasing ramp productivity by 56%.
- **Real-time Pipeline Engineering:** Developed the "VIP Onboard Use Case," automating passenger tracking from Navitaire bookings to real-time station alerts via SQL Stored Procedures and Slack API.
- **Commercial Impact:** Optimized the core OMNIX booking engine during major NSK baseline upgrades, resolving high-priority bug tickets for the airline's primary revenue-generating platform.

Mid-Level Web Developer, WPH Digital Pte. Ltd. | Singapore August 2022 – July 2024

Architected production-grade digital solutions for government-level governance and cultural engagement hubs.

- **Product Innovation:** Engineered "ELKO," a multi-tenant Digital Asset Management (DAM) system featuring AI-powered auto-tagging (Amazon Rekognition), contributing to a 5% increase in annual revenue.
- **Global Design Systems:** Led frontend architecture for Enterprise Singapore, building a responsive styling library using Sitecore/SASS that increased development velocity by 25%.
- **Mission-Critical Launch:** Managed full-cycle development for the Heritage Activation Nodes (HAN) platform, delivering an interactive cultural mapping system under zero-defect requirements.

EDUCATION

Quezon City University – BS in Information Technology | Quezon City

June, 2022

TECHNICAL 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, Tailwind CSS