

ERIC E. VELASCO

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Pasig City, Philippines · Remote-ready

PROFESSIONAL SUMMARY

SENIOR SOFTWARE ENGINEER / SYSTEMS INTEGRATION SPECIALIST

- Full-stack software engineer and systems integration specialist with 19+ years in IT and 15+ years building, integrating, and supporting business applications across Microsoft and AWS ecosystems.
- Strongest domain depth in healthcare systems (HIS, MMS, FA, LIS, RIS, CMS, CRM), with additional delivery experience in car dealership SaaS, media/tech education, property management, maritime, and finance.
- AI-amplified builder: ships production systems faster using AI-assisted development (agent workflows + code review ownership) with Claude Code, Codex, Kilo, Replit, and Grok — while retaining full responsibility for architecture, security, ops, integration, and support.
- Recent work includes full-stack product ownership (frontends migrated from Angular to Next.js / React, C#.NET APIs, AWS hosting, CI/CD) and cross-platform automation with n8n, Zapier, Pabbly Connect, Make, and Boost.Space.
- Comfortable spanning greenfield builds, SaaS integrations, vendor evaluation, and operational IT.

SKILLS

- **Languages & Frameworks:** C#, .NET / ASP.NET, Entity Framework, TypeScript, JavaScript, Next.js, React, Angular, Python, PHP, HTML, CSS
- **Cloud & Infrastructure:** AWS (EC2, Lambda, S3, IAM, Amplify, Elastic Beanstalk, RDS, Certificate Manager, VPC, CloudFormation, Amazon Bedrock), Microsoft Azure (App services / cloud storage, Azure DevOps, Azure SQL), IIS
- **Databases:** SQL Server, T-SQL, PostgreSQL, MongoDB, stored procedures, SSRS / MS SQL Reporting Services
- **Integrations & Automation:** REST APIs, Webhooks, n8n, Zapier, Pabbly Connect, Make, Boost.Space, HubSpot, NServiceBus, SAML, OAuth, Postman, Google Workspace, Airtable
- **DevOps & Delivery:** Git, GitHub Actions (CI/CD), PM2, Visual Studio / VS Code, Cron jobs, Slack notifications, Tableau, Zendesk
- **AI-Amplified Development:** Claude Code, Codex, Kilo, Replit, Grok; Amazon Bedrock; Stability AI; agent-driven workflows for rapid prototyping and production support
- **Methodologies:** Agile / Scrum, Waterfall, SDLC, QA (cycle, regression, ad-hoc testing), peer code reviews, vendor management
- **Domains:** Healthcare (primary — HIS, MMS, FA, LIS, RIS), Car Dealership / SaaS, Media Production / Tech Ed, Property Management, Maritime, Finance
- Earlier platforms (historical): WPF, Silverlight, XAML, jQuery, Visual FoxPro, Team Foundation Server

EDUCATION

Pamantasan ng Lungsod ng Maynila (University of the City of Manila)

BS Information Technology — 2003

PROFESSIONAL EXPERIENCE

My Amazon Guy (Amazon Agency) | March 2025 – July 2026

Senior Developer / Dev Lead | Remote

- Led a 3 man dev team that onboarded developers, removed blockers to move forward by providing technical insights, and introduced updated best practices.
- Own full-stack design and delivery of backend APIs and frontend applications for internal operations platforms.
- Sole engineer for a mission-critical internal platform integrating Amazon Seller APIs, HubSpot CRM, Airtable, Invoice Ninja, Asana, Slack, and Google BigQuery — covering architecture, build, deployment, and ongoing support.
- Built the frontend first in Angular, then migrated the product stack to Next.js / React; continue to ship RESTful APIs with C# and .NET Web API.

- Designed and optimized SQL Server and PostgreSQL schemas and queries; automated work with scheduled jobs where needed.
- Established GitHub Actions deployment pipelines for staging and production that notify the team in Slack when a deployment is in progress and when it completes.
- Implemented AWS EC2 + PM2 process management for staging and production Node/app runtimes; also deploy and operate services with Elastic Beanstalk and Amplify where appropriate, plus Certificate Manager, VPC, and IAM for secure hosting and SSL/TLS.
- Ships production systems faster using AI-amplified development (Replit, Kilo, Claude Code, Codex, and related agent workflows) with code-review ownership, while retaining full responsibility for architecture, security, and ops.
- Designed Zapier and related workflow automations across Google Workspace, Slack, Asana, HubSpot, JotForm, and PandaDoc for marketing, sales, and operations.
- Delivered an MVP that unified HubSpot and Invoice Ninja data into a single source of truth, improving real-time visibility for specialists, managers, and stakeholders and reducing manual reconciliation.

Tech stack:

- Angular / Next.js / React · C# / .NET Web API / SQL Server / PostgreSQL · AWS EC2 + PM2 (staging & production) · Elastic Beanstalk / Amplify / RDS / ACM / VPC / IAM · GitHub Actions

KondoKo.Com (Property Management) | Nov 2024 – March 2025

IT Consultant | Freelance / WFH

- Evaluated software and tools for feasibility, cost, and implementation risk; recommended practical options to leadership.
- Partnered with the CEO to define work rules and translated them into time-tracking and Google Chrome Enterprise configurations.
- Provided installation support and post-go-live troubleshooting so employees could adopt tools with minimal downtime.
- Served as liaison between end users and vendors to resolve issues and improve software performance.
- Rolled out productivity tracking (Kickidler) and Chrome Enterprise controls for remote staff — access policies, non-work site restrictions, and a more secure work environment.

Tools:

- Kickidler, Google Chrome Enterprise, Google Workspace, server administration

Caelestis Productions Inc (Media Production / Tech Ed) | Oct 2019 – Nov 2024

Head of IT (Nov 2023 – Nov 2024) · IT Specialist, Freelance (Oct 2019 – Oct 2023)

Oct 2019 – Oct 2023: freelance engagement concurrent with full-time employment at Nowcom Global Services. Nov 2023 – Nov 2024: advanced to Head of IT after the Nowcom tenure ended (expanded ownership of IT strategy, vendors, and product tooling).

Leadership, coordination, and operations:

- Translated the CEO's vision into technical plans and oversaw implementation across CMS, content tooling, integrations, and support.
- Acted as primary liaison among the CEO, IT support, and software vendors; aligned requirements and shepherded enhancements from planning through production.
- Provided L2/L3 analysis for complex system issues; owned CMS subject-matter expertise beyond L1, including student onboarding, bulk data loads, book assignments, and Excel/CSV data cleansing before import.
- Researched and evaluated software vendors for fit, cost, and delivery risk; streamlined reporting and automation with Tableau and workflow tools.

Selected builds and platforms:

- Built an in-house AI image generation tool on AWS with Stability AI (Lambda, Amplify, Amazon Bedrock, IAM, CloudFormation; HTML/CSS/JavaScript/PHP/Python).
- Delivered an automated transcription pipeline: Google Drive uploads processed via Pabbly Connect and Salad API into transcripts and .srt subtitle files.
- Built a custom embedded survey experience integrating SurveyMonkey with a countdown timer (HTML/CSS/JavaScript; SAML/OAuth where required).
- Developed a WordPress + Lifter LMS student membership CMS and integrated it with vendor systems via APIs and backend services (WordPress, C#/.NET, PHP, JavaScript, Python, Postman).
- Administered PubCoder and a proprietary CMS for interactive digital content; supported Zendesk and Mailchimp for student and staff operations.

- Researched Starlink connectivity options (captive portals / Wi-Fi expansion) for broader community access — exploratory, not a production rollout.

Nowcom Global Services (Car Dealership Industry) | May 2012 – Oct 2023 (11 Years)

Senior Software Engineer | Ortigas, Pasig (On-Site)

Primary full-time role during this period. From Oct 2019, also maintained a concurrent freelance engagement with Caelestis Productions Inc (see above).

- Collaborated with US clients to gather requirements and design, build, and integrate custom business applications into existing dealer systems.
- Designed, implemented, and maintained production software with focus on performance, scalability, bug fixes, enhancements, and release quality.
- Integrated services across platforms; supported production deployments and executed functional and integration testing with the systems team.
- Troubleshot production issues to limit downtime; maintained support documentation and improved SDLC practices across design, build, and test.

Selected products and solutions:

- DealerCenter.com signup experience for a platform serving thousands of dealers — prospective dealers register and select subscription products.
- CRM application presenting dealer profiles and subscribed products for operational use across the dealer base.
- Vehicle inventory importer that uploaded dealer stock to listing websites.
- Loan application processing solution combining multiple integrated technologies.
- Secured payment solution (Authorize.Net) that shortened dealer payment and billing cycles for the DealerCenter dealer network.
- Dealer CMS for marketing vehicle inventory; Windows Azure work for cloud storage migration.
- Employee timekeeping application (clock-in/out and hours computation) to support HR payroll.
- Call-audit scoring application used to evaluate agent calls and improve quality review.

Tech stack:

- C# / .NET Framework, SQL Server, T-SQL, Entity Framework, NServiceBus, Web API, Webhooks, IIS, Angular, MVC, MongoDB, Azure, Agile/Scrum · Earlier UI: WPF, Silverlight, XAML, jQuery, DevExpress

BizBox Inc (Healthcare) | Jan 2009 – May 2012 (3 Years)

Solutions Developer / Dev Lead (Promoted) | Makati (On-Site)

- Built and customized hospital software for the Philippines' leading hospital information system platform, with hundreds of deployed implementations nationwide — covering admissions, clinical workflows, inventory, finance, lab, and radiology.
- Developed and tested client-driven enhancements across HIS, MMS, FA, LIS, and RIS; participated in peer code reviews and standards compliance.
- Shipped patches for client-reported defects and protected release quality within each development cycle.

Modules:

- HIS — patient records, admissions, clinical workflows, and billing integration.
- MMS — hospital inventory, procurement, and supply-chain processes.
- FA — financial transactions, billing, and reporting.
- LIS & RIS — lab results, X-ray, and ultrasound storage and retrieval.

Tech stack:

- C# / .NET Framework, SQL Server (T-SQL, stored procedures, functions), SSRS, Dynamics CRM, Visual Studio · Earlier: Visual FoxPro, Team Foundation Server, Waterfall delivery

BizBox Inc (Healthcare) | June 2008 – Dec 2008 (6 Months)

Quality Assurance / Tester (Promoted) | Makati (On-Site)

- Executed cycle and regression testing before handoff to implementation; performed ad-hoc testing and logged defects for resolution.
- Introduced a structured ad-hoc testing approach later adopted as a standard QA practice.
- Evaluated automation tools (QuickTest Professional, Ranorex, QA TestComplete) and delivered TestComplete training on concepts, scripting, and automation.

- Prioritized bugs and customization requests from implementation; provided L2 support on escalations from the support team.

BizBox Inc (Healthcare) | Nov 2007 – May 2008 (6 Months)

Front End Consultant | Makati (On-Site)

- Consulted on hospital operations workflows and system efficiency during client implementations.
- Managed hospital system implementation projects from onboarding through turnover, including user training and hands-on go-live support.
- Delivered remote support; assessed client issues and customization requests and recommended practical solutions.

Bristol – Myers Squibb (Pharmaceutical) | April 2007 – May 2007 (2 Months)

Technical Support | Makati (On-Site)

- Managed backup and restoration for more than 300 IBM desktops and laptops; performed hardware/software audits and OS imaging with QA before deployment.
- Delivered project-based support with clear timelines and acceptance criteria.

Godstar Foundation (Multilevel Marketing / Training) | March 2004 – April 2007 (3 Years)

Systems Analyst / Programmer / Office Staff | Kapitolyo, Pasig (On-Site)

- Analyzed operations processes and built an MLM computation system using a binary-tree structure to track hierarchy and child nodes.
- Produced operational reports for decision-making and supported filing, inventory, telemarketing, and data encoding.

DeckMaster Marine Software (Maritime) | Oct 2003 – Feb 2004 (4 Months)

Programmer Trainee / Sales Coordinator | Manila (On-Site)

- Performed pre-release QA; supported phone and walk-in clients on software issues; assisted with sales and user training.
- Supported Nautical Navigation Software and Ship Stability & Strength Software for maritime customers.

Hidden.Com Computer Center (Computer shop) | Sept 2002 – Sept 2003 (1 Year)

Computer Technician | Freelance

- Maintained shop systems and network health; troubleshoot hardware and software issues to minimize downtime.