

# Marck England P. Bautista

marckengland@gmail.com | [marckengland.com](http://marckengland.com) | [linkedin.com/marckengland](https://linkedin.com/marckengland)

**Full-Stack Software Engineer** with 2 years of experience building AI-driven SaaS, automation systems, and customer-facing platforms. Proven ability to lead full product lifecycles from requirements gathering to Agile delivery and cloud-native deployment.

## Key Skills

---

- **Languages:** Python, JavaScript, TypeScript
- **Frameworks & Libraries:** Flask, Django, React.js, Next.js, React Native, Node.js, Tailwind CSS, Celery
- **Cloud & DevOps:** AWS (Lambda, S3, ECS), GCP (Google Cloud Platform), Docker, Git, Cron Jobs
- **Databases & Tools:** PostgreSQL, MySQL, MongoDB, SQLite
- **AI & APIs:** Generative AI, LLMs, RAG, LangChain, OpenAI, Gemini, META, LINE, Microsoft Outlook, Stripe
- **Tools & Methodologies:** JIRA, Postman, Agile Scrum

## Work Experience

---

### Full Stack Software Engineer

Apr. 2024 – Present

**Intelligence Flow, Inc.** (Startup) - Taguig, Philippines

- **Centralized AI Communication Hub:** Developed a cross-platform interface unifying WhatsApp, Messenger, Instagram, and LINE into a single interface. This allows businesses to manage all customer interactions without switching platforms, streamlining support and sales workflows.
- **24/7 Automation with Smart "Auto-Off" Logic:** Built an AI-enabled system for 24/7 instant customer engagement. Implemented logic that automatically turns off the AI chatbot whenever a customer service representative begins replying, ensuring a seamless transition from AI to human support.
- **Automated Appointment Reminders:** Engineered a background task system using Celery to send automated reminders to clients for booked appointments, improving scheduling efficiency and reducing missed bookings.
- **AI Vision Payment Verification:** Created an AI-integrated system that uses AI vision to scan receipt images for real-time payment validation. Verified payments are intelligently routed to the correct team members, reducing manual workload.
- **RAG Pipeline Implementation:** Deployed Retrieval-Augmented Generation (RAG) to connect LLMs with external knowledge bases. This ensures the AI provides highly accurate, context-aware responses to user inquiries.
- **Workflow Automation & CRM Development:** Led the end-to-end development of a centralized CRM, focusing on operational efficiency, replacing complex manual processes with simplified one-click workflows for approvals and denials, requiring minimal user input and speeding up daily tasks.
- **Platform Credit System:** Designed a secure virtual currency and top-up system with voucher support for scalable transaction handling and promotions.

### Front-End Developer - Freelance

Feb. 2024 - Apr. 2024

**Innocelf** - Phoenix, Arizona

- **SEO and User Acquisition:** Implemented SEO strategies and optimized site structure to improve search visibility and organic growth.
- **Stripe Notification System:** Integrated Stripe to provide real-time updates on payments and transactions.
- **Responsive UI Development:** Enhanced user interaction by implementing responsive UI elements like toast notifications and contextual alerts.

## Education

---

- **BS in Computer Science** | Pamantasan ng Lungsod ng Maynila | GWA: 1.71 | Aug. 2019 – Sep. 2023.
- **TVL-Information and Communication Technology (ICT)** | SHS | Metropolitan Medical Center – CAST | 2016 – 2018