Francis Ababa

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PROFESSIONAL SUMMARY

- Software Engineer with 12+ years of experience in technical design, software development, testing, and deployment.
- Implemented standard processes that increased team productivity by 30%.
- Performed mentoring to junior developers throughout the SDLC and delivered 99% bug-free software.
- Built automation tools that reduced manual workload by 80% and improved operational efficiency.
- Communicated effectively with customers to provide a friendly and strong client relationship, strengthening client satisfaction and retention by 99%.

PROFESSIONAL EXPERIENCE

Software Development Engineer **Apr 2020 - Dec 2023**
FPT Software | Cebu, Philippines

- Reviewed front-end and back-end code for coding standards, reducing bugs by 90%.
- Executed unit testing and automated testing code creation to achieve a product 90% software quality.
- Showcased collaboration/teamwork skills to deliver web applications from requirements analysis to deployment, which maintained 90% bug-free performance.
- Motivated to provide continuous improvement with documentation in Confluence, which contributed to 50% of the team's productivity.
- Demonstrated a analytical mindset by being adaptable through quickly learning new technologies, tools, and development best practices to support changing project requirements, improving delivery efficiency by 30%.

Application Systems Engineer **Jan 2018 – Apr 2020**
Fujitsu Philippines | Cebu, Philippines

- Researched Flutter development and presented findings company-wide, contributing 10% to a client project.
- Executed performance tuning of existing web development code, which improved software efficiency by 10% and enhanced performance and scalability.

Software Engineering Analyst **Jan 2017 – Jan 2018**
Accenture Inc | Cebu, Philippines

- Supported software engineering in compliance with industry standards, which achieved 80% on-time delivery and ensured consistent release performance.
- Provided UAT and production support, meeting 80–90% resolution targets and improving stability.

Software Design Engineer **Dec 2011 – Dec 2016**
NEC Telecom Software | Cebu, Philippines

- Designed system test specifications that identified 80% of defects and improved overall test execution
- Engineered distributed systems using design patterns, achieving 85% on-time delivery and reliable releases.
- Implemented unit, integration, and regression tests, achieving 90% bug-free production releases.

Technical Support and Facilities Coordinator **June 2026 - Present**
Aquire FMS | Calgary, Alberta

- Identified HVAC and refrigeration issues through performance graph analysis, avoiding emergency incidents by 80%.
- Provided remote troubleshooting support to store managers and shift supervisors, resolving approximately 80% of reported issues.
- Supported on-site technicians with troubleshooting guidance and next-step recommendations, improving issue resolution rates by 50%.
- Closed HVAC and refrigeration tickets more efficiently by promptly assessing issues and dispatching technicians, improving overall ticket resolution time by 50%.
- Created automation scripts for getting store information with only the store number, which increased output by 30%.

PROJECTS

Booking Massage System **Dec 2023 - Present**
https://github.com/fababa/massage-booking

- Developed a web-based massage booking system using Java and REST APIs, which demonstrated backend development skills and enabled efficient use of data structures

FG SpinRaffle

- An android mobile app for spinning names in the wheel is usually used for raffles.

TECHNICAL SKILLS

Programming Languages	C#, JSON, Javascript, CSS, Core Java, HTML5, Python, Junit, Mockito, Flutter
Software, Applications, Tools	Eclipse, Visual Studio, Microsoft Windows, UNIX, JIRA, Gitlab, Maven
Databases	MySQL, Oracle SQL
Visualization, Cloud Services and AI	Microsoft Azure, Microsoft 365, MS Active Directory, Sharepoint, Docker
Project Management	Scrum, Agile Scrum
Version Control Systems and Cloud Technologies	Jenkins(CI/CD), MS Azure Devops, Tortoise SVN(Subversion), Kubernetes, Docker
Framework:	Spring Framework, Web Services(REST Services/SOAP), bootstrap, Hibernate, JDBC, JPA
AI	Microsot Azure AI Fundamentals, LLM(Large Language Model), generative AI, Responsible AI Framework(eg, risk management)

EDUCATION & CERTIFICATIONS

Junior Data Analyst Program **Apr 2026 - Expected Jul 2026**
NPower Canada | Vancouver, BC

- Certificates
  - Junior Data Analyst Program through Npower Canada
  - Microsoft Azure AI Fundamentals Certified

Bachelor's in Information Technology **Apr 2006 - Oct 2011**
University of San Jose-Recoletos | Cebu, Philippines