

MARK EDSON RICO

Full-Stack Developer | Node.js • React • TypeScript • APIs

edsonmark13@gmail.com | +63 960 579 3041 | Tuguegarao, Philippines | <https://fityra.app> | github.com/edsonmark13

SUMMARY

Full-stack developer with 4+ years of experience building SaaS products, automating workflows, and integrating APIs. Skilled in Node.js, TypeScript, and React, I help companies deliver robust solutions and reduce manual work.

EXPERIENCE

Concentrix – Product Support Engineer II – Remote

Feb 2025 – Present

- Built 3+ Zendesk apps to link tools and APIs, making support faster and boosting agent efficiency by 25%.
- Built secure Node.js/TypeScript backends that handle hundreds of daily API transactions.

BlinkCX – Developer – Remote

Oct 2022 – Feb 2025

- Built REST APIs that let frontend and backend work smoothly, even with lots of users.
- Made cross-platform web and desktop apps with React, Next.js, TypeScript, and Node.js. Worked with product and QA to fix issues and keep releases reliable.

Independent Contractor – Freelance Full-Stack Developer – Remote

Jan 2024 – Jan 2025

- Built 5+ production apps with AI workflows (↑ 45% engagement).
- Automated CRM and API integrations for faster operations.
- Implemented AI response automation, reducing support ticket volume by 30%

SKILLS

JavaScript, TypeScript, SQL, Node.js, React, Next.js, Express.js, REST APIs, Serverless, PostgreSQL, MongoDB, AWS, Firebase, Git, CI/CD, API Integration, Zendesk, Electron, OpenAI, Google Gemini, Vector DBs, Full Stack, CRM, Automation.

EDUCATION

Bachelor of Information Technology – Batanes State College, 2015-2019

Kodego Bootcamp Certificate ,Full Stack Development, 2022

- **Hackathon Winner: React MVP Prototype**