

# SETH CHARLES PALILEO

## LEAD SOFTWARE ENGINEER

Unit 2005 Escala Salcedo L.P. Leviste St., Salcedo Village, Brgy. Bel-air, Makati 1227, Philippines | [sethcharles28@gmail.com](mailto:sethcharles28@gmail.com) | [+639171902828](tel:+639171902828) | [LinkedIn](#)

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### PROFILE

Lead software engineer with **10+ years of full-stack web and mobile development experience** using **Python (FastAPI)** and modern **Javascript/Typescript** frameworks such as **Node.js, NestJS, React, etc.** Well-versed in cloud computing solutions as a software architect, specifically with **AWS, Vercel and GCP**. Proven leadership and management skills as a technical lead, as well as a **Lean IT management certificate** coupled with 10+ years of experience with **Agile Scrum** and **Lean Kanban**.

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### AREAS OF EXPERTISE

Python	Javascript	Typescript	Node.js
React	Git	Agile	SQL
NoSQL	AWS	CI/CD	

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### PROFESSIONAL EXPERIENCE

**Tech Lead, First Mate Technologies, Inc.** **Oct 2025 — Present**  
Makati City

- Led end-to-end delivery of core features across AI-powered web and mobile products for early-stage startups—owning roadmap, architecture, and code reviews.
- Shipped several customer service AI tools now serving ~1K+ daily users, improving first-response time and self-serve resolution rates, as well as reducing queue times for higher tiers of escalation.

**Lead Software Engineer Consultant, GSS Labs Inc.** **Feb 2024 — Present**  
Makati City

- Contract lead software/solutions architect for a 6-person JS/TS team on GCP and Vercel; set technical direction and backend standards.
- Collaborate with five full-stack engineers and Japanese PM/QA partners to deliver for Japanese clients.
- Translate client requirements into system designs, database models, and project scaffolding.
- Shipped three major products, each averaging ~200K monthly users.
- Drive on-time, on-budget delivery via rigorous code reviews and release management; provide post-launch support and maintenance.
- Serve as SME for third-party integrations (Mailgun, SendGrid, Stripe, DG Payment, etc.).

**Software Engineer 3, Asurion** **Dec 2022 — Oct 2025**  
Taguig

- Migrated the Retail platform to a modern micro-frontend architecture and an AWS serverless backend; contributed across frontend, backend, design discussions, and code reviews.
- Led migration of on-prem Java WebMethods functions to an AWS CDK stack, designing the architecture and deploying to production.
- Integrated a Twilio-based messaging SDK with Asurion's AI tools; led initiatives including IVR integration and abstraction of Twilio services.
- Designed and led Expert Workspace features leveraging Generative AI for in-session reconnection SMS and post-session surveys to reduce friction and elevate customer experience. Ensured 99.9% SLA compliance for our ~10M+ customers.
- Served as a core engineer for the First Mobility Experience, building Device Setup and Mobility Plans pages used by customers of Verizon, AT&T, and others.

**Senior Software Engineer, Pouch.ph** **Aug 2022 — Dec 2022**

- Lead backend engineer for a crypto wallet; integrated external APIs (local digital banks, exchanges).
- Migrated the codebase from JavaScript/Express to TypeScript/NestJS and modernized the architecture.

**Senior Software Engineer, SiteMinder****Sept 2021 — Aug 2022**

Makati City

- Built and maintained large-scale OTA web scrapers (Booking.com, Agoda, etc.) for the Farm/Insights team.
- Fed data pipelines powering competitor-rate dashboards for hotel clients.

**Software Engineer, iRipple, Inc.****Aug 2020 — Sept 2021**

Pasig City

- Designed and built the cloud infrastructure for a retail (FMCG) venture: mobile app, web-based admin, central server, and database on AWS.
- Developed a multi-purpose chatbot available as a widget and a Facebook Messenger plugin.
- Built a recommendation engine leveraging machine learning to suggest products based on purchase history.

**Software Engineer, Stratpoint Technologies, Inc.****Aug 2019 — Aug 2020**

Mandaluyong City

- Developed a large-scale application for Globe Telecom consolidating SIM data via AWS Lambda, Aurora MySQL, and S3 for a Node.js serverless backend; React front-end consuming REST and GraphQL.
- Contributed to Globe's back-end payment services, integrating multiple payment APIs (Adyen, Dragonpay, GCash, direct mobile banking).
- Built an SMS/email notification system using Amazon SNS and SQS.

**Web Developer, Acquire BPO****Oct 2018 — Aug 2019**

Taguig

- Mainly responsible for digitizing medical forms for a healthcare provider
- As back-end developer, implemented integration with third-party REST APIs and jwt authentication
- Developed several dynamic single page progressive web applications, as well as a fully dynamic and infinitely scaling drag and drop HTML form builder with a client-side platform

**Software Engineer, Migo Entertainment, Inc.****Aug 2016 — Feb 2017**

Taguig

- Designed and developed automated testing for our android app
- Mainly responsible for developing features for in-house CMS application
- Integrated existing services and APIs with on-prem data and content server

**Web Developer Intern, Avasia Information Systems****Jun 2015 — Aug 2015**

Pasig City