

FRANCIS GILL

Senior Full-Stack Developer | Tech Lead | AI Engineer

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Portfolio: profile.eloquent-service.com • Availability: Immediate (from July 2026)



My AI Assistant

PROFESSIONAL SUMMARY

Senior full-stack developer, 8+ years building production SaaS for the GCC market, now AI-native. Strong in Laravel/PHP, React/Next.js, Node.js and PostgreSQL, plus multi-tenant and real-time (WebSockets / pg_notify) architecture. Builds Claude-powered agentic systems — function/tool calling, MCP and RAG over vector embeddings with human-in-the-loop guardrails — and integrates UAE/global payment gateways and the WhatsApp Business API as a verified Meta Tech Provider.

CORE SKILLS

Languages & Frameworks: PHP, Laravel, JavaScript, TypeScript, Node.js, React.js, Next.js, Vue.js, React Native, Expo

AI Engineering: Claude API (Anthropic), function / tool calling, agentic workflows & autonomous agents, MCP server development, retrieval-augmented generation (RAG), vector embeddings (pgvector), prompt engineering, human-in-the-loop guardrails, multilingual handling (English / Arabic), Claude Code spec-then-build delivery

Payments & Integrations: Ziina (UAE), Stripe, Tabby, Tamara, payment links, subscription billing, WhatsApp Business API (verified Meta Tech Provider), REST APIs, webhooks

Databases & Real-time: PostgreSQL (incl. pgvector), MySQL, WebSockets, pg_notify, REST API design

Architecture & DevOps: Multi-tenant SaaS, system design, Git / GitHub, Nginx, Linux / Ubuntu, DigitalOcean, PM2, CI/CD

PROFESSIONAL EXPERIENCE

Senior Full-Stack Developer — Akil Security (mytime2cloud)

Jul 2022 – Present

- Architect and lead **mytime2cloud**, a multi-tenant HR & attendance SaaS serving 40+ companies across the GCC.
- Engineered real-time biometric data ingestion using WebSockets and PostgreSQL pg_notify for live device events and attendance updates.
- Reduced API latency by ~70% (3.2s → 180ms) through query optimisation and bulk-insert pipelines; cut report generation from 8s to under 1s.
- Lowered production bugs by ~60% via automated testing and disciplined code review; role-based access control and multi-shift processing across tenants.
- Own Laravel/PHP backend and React/Next.js frontend end to end; adopted AI-assisted (Claude Code) spec-then-build delivery.

Other production systems — designed & built end to end:

- **Meal Distribution System** — field-staff meal tracking and distribution with an Android handheld scanner; live, in daily production use.
- **Queue Management System** — with desktop and TV display, plus caller device.
- **Gym Management System** — memberships, scheduling and access.
- **Hotel Booking System** — reservations and booking management.
- **Order Management System** — order processing and tracking.
- **Community Management System** — with access control.
- **Contract Management System** — contract lifecycle and records.

Senior Software Engineer — Minimax Solutions

Apr 2021 – Jul 2022

- Built Laravel + Vue business applications including REST APIs, payment flows and admin dashboards.
- Delivered features from specification through to production deployment.

Full-Stack Developer — Orange Room Digital

Apr 2018 – Apr 2021

- Delivered Laravel/Vue client projects end to end, from requirements to live release.

PHP Developer — Hztech

Apr 2016 – Apr 2018

- Built and maintained PHP web applications and MySQL databases.

INDEPENDENT SAAS PROJECTS

Eloquent — self-built SaaS products, designed & shipped end to end

2025 – Present

- **Eloquent Bookings:** WhatsApp-based AI booking & automation platform for service SMBs. Built a channel-agnostic AI assistant on the Claude API with custom function-calling tools (service lookup, availability checks, booking creation, business info) and retrieval-augmented generation (RAG) over each business's knowledge base, reading live data and completing actions autonomously across English and Arabic.
- **Payments:** Integrated the Ziina payment gateway (UAE) for in-app payments and subscription collection, with Stripe, Tabby and Tamara as additional options.
- **WhatsApp Business API:** Built and shipped a production WhatsApp integration as a verified Meta Tech Provider, with human-in-the-loop guardrails (human-handoff and AI auto-pause) for safe, reliable automation.
- **Agent Tracker:** Real-time GPS field-team tracking SaaS — live geolocation, mapping and subscription billing.

EDUCATION

3-Year Diploma in Information Technology — Newport University, Karachi, Pakistan

LANGUAGES

English (Professional) • Urdu (Native) • Arabic (Basic)