

Easton Francis

Technical Lead | Software & Platform Engineering | IT Operations

Technology & deployments supporting: NASA | Delta Air Lines | PepsiCo | U.S. Federal Agencies

eastonfrancis@protonmail.com | Grand Rapids, MI

Technical lead and hands-on engineer with end-to-end ownership across software engineering, platform architecture, cloud, infrastructure, cybersecurity, networking, data, internal IT, and production operations. Promoted from Lead Developer into company-wide technology ownership while continuing to architect, build, troubleshoot, deploy, and scale production systems.

EXPERIENCE

IT OPERATIONS MANAGER & LEAD DEVELOPER | Rapid Radios

Jan 2026 - Present

PROMOTED FROM LEAD DEVELOPER | COMPANY-WIDE TECHNOLOGY OWNER

- Expanded from software/platform leadership into ownership of the broader technology function - software, cloud, infrastructure, networking, security, data, employee technology, production operations, vendors, and technical strategy - for a nationwide communications business supporting 150K+ customers and 1M+ deployed devices.
- Set platform roadmap, architecture, technical standards, reliability priorities, and developer hiring while remaining hands-on in production engineering, deployments, debugging, infrastructure, and operational problem solving.
- Own critical incidents and root-cause analysis across application, API, database, cloud, network, DNS, identity, email, endpoint, and vendor layers; drive issues from diagnosis through remediation, hardening, and prevention.
- Own core business IT and security operations spanning Microsoft 365, identity/access, employee endpoints, networking, cloud services, email security, backups/disaster recovery, vendor systems, and day-to-day technical escalation.
- Lead enterprise and government technical delivery from requirements and architecture through security review, integration, deployment, troubleshooting, and production support; detected and contained an active BEC/email-spoofing attack before customer impact.

LEAD DEVELOPER | Rapid Radios

Oct 2024 - Dec 2025

- Built and scaled Rapid OPS, the internal operations platform centralizing device provisioning, customer and group administration, carrier/SIM lifecycle, renewals, self-activation, billing, support workflows, migrations, reconciliation, and bulk remediation.
- Architected and maintained production integrations across provider/carrier APIs, payments, e-commerce, communications, and support systems including Simbase, Stripe, Shopify, SendGrid, RingCentral, ShipStation, Slack, and Zendesk.
- Designed high-volume automation and data workflows for provisioning, migrations, account cleanup, reconciliation, and remediation across customer, device, carrier, and billing records, replacing fragmented manual work with repeatable software-driven operations.
- Owned application architecture, database-backed workflows, API integration strategy, production debugging, deployment support, and reliability for systems used daily across business operations.

IT PROJECT MANAGER (CONTRACT) | Confidential Client (NDA)

Feb 2024 - Oct 2024

- Led a four-person team through a department-wide technology overhaul, replacing legacy software and infrastructure while owning planning, technical coordination, migration, rollout, testing, and stakeholder communication.

LEAD SOFTWARE ENGINEER & IT ANALYST | Wolverine Coil Spring

May 2022 - Jan 2024

- Promoted from Software Quality Engineering Intern to full-time Lead within 30 days based on demonstrated impact; designed and delivered automation, production-monitoring, process-control, reporting, data, and backup/recovery systems used across manufacturing and engineering workflows.
- Combined software development with hands-on IT and production support, troubleshooting business-critical systems and reducing repetitive operational work through custom tooling and automation.

IT TECHNICIAN II | Grand Valley State University

Sep 2020 - Dec 2021

- Supported campus-wide hardware, software, accounts/identity, endpoints, classroom technology, device deployment, and technical troubleshooting while partnering directly with faculty and staff.

TECHNICAL SKILLS

Software Engineering & Architecture - Python, TypeScript/JavaScript, C#, C/C++, Node.js, React, Flask, backend/full-stack development, system design, SaaS/internal platforms, REST APIs, OAuth 2.0, webhooks, API integrations, automation, production debugging, Git/GitHub

Data & Databases - SQL, PostgreSQL, MySQL, relational data modeling, ETL, data migrations, reconciliation, reporting, bulk operations, data cleanup/remediation, data integrity, high-volume operational workflows

Cloud, Linux & Production - AWS, Supabase, Vercel, Docker, Linux/Ubuntu, Nginx, Cloudflare, application deployment, production operations, monitoring, logging, reliability, backup/restore, disaster recovery, DNS, SSL/TLS

Infrastructure & Networking - Microsoft 365, Windows Server, Active Directory, Windows/macOS/Linux endpoints, UniFi, VLANs, TCP/IP, DNS, DHCP, VPN/Tailscale, pfSense, firewalls, NAT, LAN/WAN/Wi-Fi troubleshooting, endpoint/device provisioning

Security & Identity - IAM/RBAC, MFA, WAF, SPF/DKIM/DMARC, email and endpoint security, access control, incident response, BEC/phishing response, security hardening, root-cause analysis, remediation and prevention

Technical Leadership & Operations - Technical strategy, architecture ownership, roadmap/prioritization, developer hiring, vendor management, enterprise/government deployments, requirements translation, stakeholder/executive communication, incident leadership, cross-functional delivery

Business Systems & Integrations - Stripe, Shopify, Simbase, SendGrid, RingCentral, ShipStation, Slack, Zendesk, carrier/provider APIs, payments, e-commerce, communications, customer support operations, provisioning and lifecycle systems

EDUCATION

Bachelor of Science, Computer Science | Grand Valley State University | Allendale, MI

2019 - 2023

Information Technology & Web Development Certification | Careerline Tech Center | Holland, MI

2017 - 2019