

Software Engineer / Technical Support Engineer**- Pivoting to AI Support Engineering****7 years Software Development, Technical Support Engineering****8 years Teamwork, Cross-functional Collaboration, Client-facing Relationships*****Professional Profile***

Impact-driven Software Engineer and Technical Support Engineer with seven years of experience developing, supporting, and troubleshooting WordPress software products. Skilled in PHP, MySQL, WordPress, and JavaScript with a track record of debugging complex technical issues, investigating production environments, and collaborating with engineering teams to deliver reliable solutions. Increasingly applying AI-assisted development tools like Claude Code and Cursor to speed up debugging, defect reproduction, and documentation.

Areas of Expertise / Strengths

Technical Skills: Problem/Issue Resolution, Troubleshooting, Root-cause Analysis, MVC-style Architecture, Conditional Asset Loading, Translation-Ready Development, Advanced Workflows Software, Defect Management, Zero Backlog, Document Automation, Long-term Solutions, Plugin Fixes, Functionality Restoration, Project Management, Cost Savings, Downtime Reduction, Risk Mitigation, Quality Assurance.

Teamwork / Customer Focused: Change Activator, Client Support, Relationship Building, Communication, Cross-functional Collaboration, Trusted Advisor, Integrity, Ethics, Goal Achievement, Delivers Results.

Technology, Methodologies, Tools, Languages

- **Languages & Databases:** Python, PHP, MySQL, HTML, CSS, Javascript.
- **CMS & Platforms:** WordPress Plugin Development, Gravity Forms, WooCommerce, Elementor, Divi, Shopify, Unbounce.
- **Tools & Practices:** Git, ClickUp, API Integrations, xDebug, Debugging & Root-Cause Analysis, Production Environment Troubleshooting.

AI & LLM Projects

- **wp-diagnostics-mcp:** Built and shipped an MCP server exposing 7 diagnostic tools - plugin state, PHP/WP environment info, debug-log tailing, guarded read-only SQL queries, and Gravity Forms-specific error tracking - that let an AI assistant directly inspect a live WordPress site. (github.com/mcglenn07/wp-diagnostics-mcp)
- **Lipad AI:** Built an airline pricing assistant using OpenAI function calling wired to a live third-party flights API, resolving multi-step pricing questions through a chained tool-calling loop rather than hardcoded data. (github.com/mcglenn07/lipad-ai)
- **Batas AI:** Built a Philippine-law chatbot that grounds every answer in live web search rather than the model's training data, enforcing a strict no-invented-citations rule and rendering parsed source links per answer - addressing a real hallucination failure mode in legal Q&A. (github.com/mcglenn07/batas-ai)
- **Doktrina:** Built a legal case-digest generator that pulls Philippine Supreme Court rulings from official sources and outputs a structured digest, with a custom scraper handling a broken SSL chain on the government's e-library domain and a prompt tuned to preserve exact doctrinal language. (github.com/mcglenn07/doktrina)

Professional Experience

GRAVITY WIZ, Technical Support Specialist

12/2024–06/2026

- **Problem Resolution/Support Ticket Management:** Resolved technical support tickets for 1,000+ customers across the Gravity Wiz product suite by troubleshooting complex WordPress, PHP, and Gravity Forms issues, restoring functionality and minimizing customer downtime.
- **Analysis/WordPress Expert:** Conducted root-cause analysis across WordPress environments, plugin conflicts, caching layers, and custom code, enabling customers and engineering teams to implement reliable, long-term solutions.
- **Cross-functional Collaboration/Teamwork:** Partnered with engineering teams to reproduce software defects, document technical findings, and validate product fixes.
- **Customer Communication/Time-bound Delivery:** Maintained a zero-ticket support backlog through effective prioritization, efficient issue resolution, and timely customer communication.
- **Customer Satisfaction/Client-facing Delivery:** Maintained a 90%+ customer satisfaction rating while helping customers implement advanced workflows using Gravity Wiz products, Gravity Forms, APIs, payment gateways, and third-party plugins.

GRAVITY PDF, Software Engineer / Project Manager

07/2019–12/2024

- **Scalable Automation/Implementation:** Delivered 100+ custom Gravity PDF projects by translating client requirements into scalable document automation solutions, from technical discovery through implementation and deployment.
- **Stakeholder Engagement/Multi-tasking:** Managed multiple client projects simultaneously, coordinating with developers and stakeholders to deliver projects on schedule.
- **PDF Generation/Solution-driven:** Investigated and resolved complex PDF generation, template, and implementation issues, helping clients successfully deploy their document automation solutions.

Tangalin Web Developer, Entrepreneur

06/2018–Present

- **Developer/WordPress:** Built and maintained WordPress websites and Unbounce landing pages for small-business clients, handling page layout, custom styling, and deployment.
- Since 06/2026: Self-directed transition into AI & LLM engineering. Designed and shipped an MCP diagnostic server, while continuing freelance WordPress work.

Education, Certifications, Credentials

BACHELOR OF SCIENCE, COMPUTER ENGINEERING, Lorma Colleges

- CAPSTONE: Document Tracking System for the Provincial Government (AngularJS)

Professional Development:

- Creating WordPress Plugins the Right Way, Udemy
- Javascript Complete Grandmaster Course 2026, Udemy