

VON JOHN ANCA BAUTISTA

ZOHO SOLUTION ARCHITECT | FULL-STACK DEVELOPER

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PROFILE

Zoho Solution Architect and full-stack developer with 7+ years in customization and consulting. Delivers Zoho One implementations, custom applications, client portals, and Marketplace extensions; translates business requirements into solution designs, technical proposals, and delivery estimates.

TECHNICAL & CONSULTING SKILLS

Full-stack: HTML/CSS, JavaScript, React.js, Next.js, Python, PHP, SQL, PostgreSQL, WordPress; frontend and backend development; Heroku and Cloudflare deployment.

Zoho: Zoho One; CRM, Creator, Desk, Books, Bookings, Projects, Contracts, Analytics, and Flow; Deluge, Sigma, Catalyst; custom apps, portals, widgets, and Marketplace publishing.

Integration & delivery: Python middleware, REST APIs, OAuth 2.0, webhooks, Zapier, OpenAI; data migration, cleanup and deduplication; requirements analysis, solution architecture, estimates, proposals, and code review.

PROFESSIONAL EXPERIENCE

THE CRM CARPENTERS | Remote, Victoria, Australia | May 2019 - Present

Solution Architect

May 2025 - Present

- Design Zoho One implementations combining Zoho CRM customization, Creator applications, Zoho Flow automation, and third-party integrations to fit client business processes.
- Prepare effort estimates and technical proposals defining scope, implementation approach, and delivery timelines; guide technical decisions through implementation.
- Build React.js/Next.js applications, Python middleware, Zoho-backed portals, Catalyst solutions, WordPress integrations, and Marketplace extensions using Sigma.
- Handle CRM data migrations, cleanup, and deduplication; build management reports and dashboards with Zoho Analytics and Zoho CRM.

Tech Lead

April 2024 - May 2025

- Coordinated Zoho One implementations, CRM customization, Creator applications, Marketplace extensions, and Python integrations, turning requirements and estimates into development tasks.
- Prepared estimates and proposed solutions; reviewed frontend/backend code and guided developers through testing, deployment, and troubleshooting of Catalyst and connected applications.

Senior Zoho Developer

April 2020 - April 2024

- Customized Zoho CRM and supported Zoho One implementations; built Creator applications, Deluge automations, widgets, and Catalyst solutions, and published Marketplace extensions using Zoho Sigma.
- Developed React.js/Next.js portals and custom Python middleware using Zoho as the backend data store; integrated WordPress and external apps through APIs, webhooks, and Zapier.
- Prepared estimates and proposed solutions for client requirements; resolved integration issues and provided technical guidance to junior developers.

Junior Zoho Developer

July 2019 - April 2020

- Configured Zoho applications and Deluge workflows; supported API integrations, data mapping, testing, documentation, and defect resolution under senior guidance.

Zoho Developer Trainee

May 2019 - July 2019

- Completed supervised configuration, scripting, testing, and debugging tasks while learning Zoho data structures and business workflows.

EDUCATION & CREDENTIALS

Batangas State University - ARASOF | Coursework toward BS Computer Engineering | 2014 - 2016

Certifications: Zoho CRM Certified Administrator; Zoho CRM Certified Associate.

Earlier experience: Gateway Computer Shop, Computer Shop Attendant (2018); La Granja de Ceres Farm, Animal Technician (2017); SM Hypermarket, Bagger (2016); Harada Automotive Antenna, Production Operator (2016).

SELECTED PROJECTS

Consultant & Client Portal

Full-stack application | Zoho data integration | Client project

- Built a portal for a business consulting organization, presenting business-specific Zoho records through dedicated consultant and client views.
- Integrated Zoho REST APIs using OAuth 2.0, keeping Zoho as the business data source for dedicated consultant and client views.

Automotive Dealer Reporting Portal

Zoho Creator | Custom portal | Data visualization

- Developed a custom Zoho Creator portal for an automotive organization, combining dealer reporting management with data visualizations to make business information easier to review.

Smart AI Desk Assistant for Zoho Desk Tickets | [Preview \(Zoho sign-in\)](#)

Zoho Desk extension | OpenAI | Event-driven automation

- Developed a ticket-aware assistant for reply drafting, summaries, sentiment detection, translation, and next-step suggestions, with persistent chat and configurable prompts.
- Implemented workflow actions for replies, comments, field updates, and webhooks, with shared-prompt caching, token tracking, and administrator error alerts.

Advanced Subform Import and Export for Zoho CRM | [Marketplace](#)

Zoho CRM extension | Spreadsheet import/export | Data validation

- Built CSV/XLS/XLSX imports with automatic field mapping, type-aware validation, and payload previews before appending rows or replacing subform data.
- Enabled configurable CSV exports with column selection, renamed headers, and drag-and-drop ordering; attached generated files directly to the CRM record.

Advanced Round Robin Extension | [Marketplace](#)

Zoho CRM extension | Published product with 900+ Marketplace installs

- Enhanced configurable lead allocation, API-created lead support, assignment history, notifications, and online-user eligibility; improved the interface and resolved synchronization and ratio issues.
- Replaced an external HTTP-based delay with native Deluge timing logic and diagnostic logs, removing an external dependency from the automation.

Search Ticket Conversation Extension for Zoho Desk | [Preview \(Zoho sign-in\)](#)

Zoho Desk extension | Ticket search and retrieval

- Built message and comment search with highlighted matches, combined filters, attachment access, and per-ticket pinning to make relevant conversation details easier to retrieve.

Notes Filter Extension | [Preview \(Zoho sign-in\)](#)

Zoho CRM extension | Related-record notes workspace

- Unified notes from current and related records with search, filters, multiple views, rich-text editing, mentions, tags, attachment previews, and copying files to related CRM records.

AWARDS & RECOGNITION

Zoho Developer Community Hackathon 2025

Category Winner | Advanced Subform Data Tools for Zoho CRM | March 2026

- Recognized with The CRM Carpenters team for an extension that converts subform data into attachments and imports data back into CRM modules.

[Official results](#)

Zoho Creator Partner Hackathon 2025

Special Mention | Zovion Academy | January 2026

- Contributed to a training and onboarding platform recognized among standout partner solutions, with structured courses, learner tracking, analytics, secure payments, and mobile access.

[Official results](#)