

Marcus Chan

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EXPERIENCE

Custom Software Engineering Associate Manager	2021 – Present
<i>Accenture</i>	<i>Singapore</i>
<ul style="list-style-type: none">Full Stack Engineer - Travel Services (2024 - Present)<ul style="list-style-type: none">* Deployed and customized enterprise-scale serverless applications on AWS (Lambda, AppSync, CDK, DynamoDB, Amplify) at client sites* Collaborated with travel industry stakeholders to translate business requirements into scalable technical solutions* Designed and developed full-stack solutions including RFID showcase systems, mobile wayfinding applications, and e-commerce platforms* Acted as technical liaison between engineering and business teams, ensuring alignment with operational requirements and passenger experience goals* Led infrastructure automation, CI/CD pipeline implementation, and knowledge transfer initiatives to enable client self-sufficiencySite Reliability Engineer - Public Services (2022 - 2024)<ul style="list-style-type: none">* Designed and deployed enterprise chatbot solution, reducing service request processing time by 65-70%* Implemented comprehensive monitoring and alerting frameworks across multi-tier applications and infrastructure* Streamlined tenant onboarding processes for seamless and secure platform integration* Strengthened security posture through proactive vulnerability remediation and system hardeningSoftware Development Engineer - Financial Services (2022)<ul style="list-style-type: none">* Developed and integrated mission-critical APIs using Django framework for enterprise financial services platform* Managed full software development lifecycle from requirements gathering through production deployment* Showcased Accenture's technical capabilities at Singapore FinTech Festival 2022Application Engineer - Healthcare Services (2021 - 2022)<ul style="list-style-type: none">* Automated complex reporting workflows through data analysis and SSRS/SSIS pipeline development* Resolved critical service requests and platform issues across SSRS/SSIS and Pega systems, maintaining 99.9% system uptime* Delivered operational support to healthcare stakeholders, ensuring continuous service availability	
Software Delivery Engineer	2019 – 2021
<i>Whale Cloud</i>	<i>Singapore</i>
<ul style="list-style-type: none">Software Delivery Engineer - (2020 - 2021)<ul style="list-style-type: none">* Delivered enterprise-grade Business Intelligence dashboards using Alibaba Cloud ecosystem (Dataphin, DataWorks, QuickBI, DataV) for multiple client engagements* Recognized by Alibaba Cloud as subject matter expert, invited to conduct technical sharing sessions on DataV platform capabilities* Led end-to-end UAT cycles and QA processes, ensuring 100% reliability and alignment with business requirements* Managed POC development initiatives as technical product manager, accelerating time-to-market for new solutions* Executed comprehensive big data implementations including infrastructure upgrades, ETL pipeline development, and advanced SQL analyticsSoftware Engineer - (2019 - 2020)<ul style="list-style-type: none">* Joined Whale Cloud Singapore through IMDA Company-Led Training Programme, achieving permanent staff conversion based on exceptional performance	
Junior Software Developer	2017 – 2018
<i>Veev Interactive</i>	<i>Singapore</i>
<ul style="list-style-type: none">Developed interactive e-learning content using Articulate 360, JavaScript, and Adobe Creative Suite (Premiere Pro, After Effects, Illustrator, Audition)Enhanced content accessibility by implementing audio transcription and multi-language subtitles across all coursewareStreamlined production workflows through systematic content reviews, version control, and asset management processes	

Public Transport Security Command Officer

2014 – 2016

Singapore Police Force

Singapore

- Led patrol teams across public transportation networks to maintain security and public safety
- Ensured operational readiness and rapid response capabilities for security incidents

IT System Architecture Research Intern

2013 – 2013

Hitachi

Singapore & Yokohama, Japan

• Research & Development Center - Singapore

- * Built Taxi Simulator application using HTML, Java, JavaScript, and Google Maps API to model real-world transportation patterns
- * Integrated Open Source Routing Machine (OSRM) to simulate taxi interactions and optimize passenger demand forecasting
- * Created data visualization dashboards analyzing taxi sharing efficiency and route optimization using historical traffic data

• Yokohama Research Lab - Yokohama, Japan

- * Developed scalable Big Data Graph Visualizer web application using Apache Solr and Apache Hadoop for large-scale data processing
- * Developed Java backend services and JavaScript frontend components enabling interactive exploration of complex graph datasets
- * Performed performance benchmarking of graph algorithms on distributed Linux systems, identifying optimal solutions for production use

TECHNICAL SKILLS**Languages:** C#, Java, JavaScript, Python, SQL, TypeScript**Cloud:** AWS, Alibaba Cloud, Google Cloud Platform**Backend:** Django, Event-Driven Architecture, GraphQL, Microservices, Node.js**Devops:** CI/CD Automation, Docker, IaC, Observability, Terraform**Data:** Apache Spark, Databricks, DynamoDB, Generative AI, LLM Integration**Management:** Agile/Scrum (CSM/CSPO), Project Delivery, Technical Leadership

CERTIFICATIONS

AWS Certified AI Practitioner - Amazon Web Services	2025
HashiCorp Certified: Terraform Associate (003) - HashiCorp	2024
Databricks Certified Data Engineer Associate - Databricks	2024
Cloud Digital Leader - Google Cloud	2023
Certified Scrum Product Owner® (CSPO®) - Scrum Alliance	2022
AWS Certified Cloud Practitioner - Amazon Web Services	2022
Certified System Architect (CSA) - Pegasystems	2021
ITIL® Foundation Certificate in IT Service Management - Axelos	2021
Certified ScrumMaster® (CSM®) - Scrum Alliance	2021
Alibaba Cloud Professional - Cloud Computing - Alibaba Cloud	2019
Alibaba Cloud Associate - Cloud Computing - Alibaba Cloud	2019

EDUCATION**The University of Queensland**

Brisbane, Australia

Bachelor of Information Technology with a Major in Software Information Systems

2018 – 2018

Singapore Management University

Singapore

Bachelor of Science (Information Systems) - Incomplete

2016 – 2017

Temasek Polytechnic

Singapore

Diploma in Information Technology

2011 – 2014