

# Marcus Chan

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## EXPERIENCE

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### Custom Software Engineering Associate Manager

2021 – Present

*Accenture*

*Singapore*

- **Full Stack Engineer** - Travel Services (2024 - Present)
  - \* 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-sufficiency
- **Site Reliability Engineer** - Public Services (2022 - 2024)
  - \* 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 hardening
- **Software Development Engineer** - Financial Services (2022)
  - \* 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 2022
- **Application Engineer** - Healthcare Services (2021 - 2022)
  - \* 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

*Whale Cloud*

*Singapore*

- **Software Delivery Engineer** - (2020 - 2021)
  - \* 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 analytics
- **Software Engineer** - (2019 - 2020)
  - \* Joined Whale Cloud Singapore through IMDA Company-Led Training Programme, achieving permanent staff conversion based on exceptional performance

### Junior Software Developer

2017 – 2018

*Veev Interactive*

*Singapore*

- 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 courseware
- Streamlined production workflows through systematic content reviews, version control, and asset management processes

<b>Public Transport Security Command Officer</b> <i>Singapore Police Force</i>	2014 – 2016 <i>Singapore</i>
<ul style="list-style-type: none"> <li>• Led patrol teams across public transportation networks to maintain security and public safety</li> <li>• Ensured operational readiness and rapid response capabilities for security incidents</li> </ul>	

<b>IT System Architecture Research Intern</b> <i>Hitachi</i>	2013 – 2013 <i>Singapore &amp; Yokohama, Japan</i>
<ul style="list-style-type: none"> <li>• <b>Research &amp; Development Center - Singapore</b> <ul style="list-style-type: none"> <li>* Built Taxi Simulator application using HTML, Java, JavaScript, and Google Maps API to model real-world transportation patterns</li> <li>* Integrated Open Source Routing Machine (OSRM) to simulate taxi interactions and optimize passenger demand forecasting</li> <li>* Created data visualization dashboards analyzing taxi sharing efficiency and route optimization using historical traffic data</li> </ul> </li> <li>• <b>Yokohama Research Lab - Yokohama, Japan</b> <ul style="list-style-type: none"> <li>* Developed scalable Big Data Graph Visualizer web application using Apache Solr and Apache Hadoop for large-scale data processing</li> <li>* Developed Java backend services and JavaScript frontend components enabling interactive exploration of complex graph datasets</li> <li>* Performed performance benchmarking of graph algorithms on distributed Linux systems, identifying optimal solutions for production use</li> </ul> </li> </ul>	

### TECHNICAL SKILLS

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

### CERTIFICATIONS

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

### EDUCATION

<b>The University of Queensland</b> <i>Bachelor of Information Technology with a Major in Software Information Systems</i>	Brisbane, Australia 2018 – 2018
<b>Singapore Management University</b> <i>Bachelor of Science (Information Systems) - Incomplete</i>	Singapore 2016 – 2017
<b>Temasek Polytechnic</b> <i>Diploma in Information Technology</i>	Singapore 2011 – 2014