

Marcus Chan

marcuschanjh@gmail.com | marcuscjh.github.io

EXPERIENCE

Custom Software Engineering Specialist

2021 – Present

Accenture

Singapore

- **Full Stack Engineer** - Aviation Services (2024 - Present)
 - * Architected and delivered enterprise-scale serverless applications on AWS (Lambda, AppSync, CDK, DynamoDB, Amplify)
 - * Engineered comprehensive solutions integrating hardware systems, cloud services, and interactive interfaces for enterprise transportation operations
 - * Developed RFID-driven showcase systems, mobile wayfinding applications, and scalable voucher redemption platforms
 - * Collaborated with solution architects, UX designers, and business stakeholders to deliver production-ready systems enhancing passenger experience
 - * Led technical enablement initiatives including feature flag implementation, CI/CD pipeline automation, and cross-team knowledge transfer
- **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
 - * Optimized tenant onboarding processes, ensuring seamless and secure platform integration
 - * Enhanced security posture through vulnerability remediation and system integrity enforcement protocols
- **Software Development Engineer** - Financial Services (2021 - 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
 - * Represented Accenture's technical capabilities at Singapore FinTech Festival 2021, showcasing innovative solutions to industry leaders
- **Application Engineer** - Healthcare Services (2021 - 2022)
 - * Automated complex reporting workflows through advanced data analysis and SSRS/SSIS pipeline development
 - * Resolved critical service requests and platform issues across SSRS/SSIS and Pega systems, maintaining 99.9% uptime
 - * Delivered operational support to healthcare stakeholders, ensuring continuous service availability and optimal performance

Software Delivery Engineer

2019 – 2021

Whale Cloud

Singapore

- **Software Delivery Engineer** - (2020 - 2021)
 - * Delivered multiple enterprise-grade Business Intelligence dashboards using Alibaba Cloud ecosystem (Dataphin, DataWorks, QuickBI, DataV)
 - * 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 quality assurance processes, ensuring 100% reliability and business requirement alignment
 - * Managed Proof of Concept (POC) development initiatives as technical product manager, accelerating innovation delivery
 - * Executed comprehensive big data implementations including system configuration, infrastructure upgrades, ETL pipeline development, and advanced SQL analytics
- **Software Engineer** - (2019 - 2020)
 - * Joined Whale Cloud Singapore through Infocomm Media Development Authority (IMDA) Company-Led Training Programme
 - * Achieved permanent staff conversion based on exceptional performance and technical contributions

Junior Software Developer

2017 – 2018

Veev Interactive

Singapore

- Designed interactive e-learning videos and courseware with Articulate 360 and JavaScript, while creating assets using Adobe tools such as Premiere Pro, After Effects, Illustrator, and Audition
- Transcribed audio and incorporated subtitles into e-learning videos and courseware to enhance accessibility
- Refined e-learning videos and courseware through systematic reviews and updates
- Managed asset development lists for streamlined project workflows

Public Transport Security Command Officer

2014 – 2016

Singapore Police Force

Singapore

- Leading patrol teams on scheduled tours to maintain a visible and reassuring presence
- Diligently ensuring the safety and security of the public transportation network, a commitment to the well-being of all passengers and commuters

IT System Architecture Research Intern

2013 – 2013

Hitachi

Singapore & Yokohama, Japan

- **Research & Development Center - Singapore**
 - * Architected and developed a comprehensive Taxi Simulator application using HTML, Java, JavaScript, and Google Maps API
 - * Integrated Open Source Routing Machine (OSRM) to simulate real-world taxi interactions and passenger demand patterns
 - * Implemented data visualization components to analyze taxi sharing efficiency using historical traffic data
- **Yokohama Research Lab - Yokohama, Japan**
 - * Designed and built a scalable Big Data Graph Visualizer web application leveraging Apache Solr and Apache Hadoop
 - * Developed Java-based backend services and JavaScript frontend components for interactive data exploration
 - * Conducted performance analysis comparing different graph algorithms on Linux-based distributed systems

CERTIFICATIONS

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| 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

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