

# Marcus Chan

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## EXPERIENCE

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### 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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<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

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