

# Marcus Chan

[marcuschanjh@gmail.com](mailto:marcuschanjh@gmail.com) | [marcuscjh.github.io](https://marcuscjh.github.io)

## EXPERIENCE

---

### 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

## 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:** Java, JavaScript, Python, SQL, TypeScript

**Cloud:** AWS, Alibaba Cloud, Google Cloud Platform

**Backend:** Django, GraphQL, Node.js, REST APIs, Serverless Architecture

**Devops:** CI/CD, Docker, Git, Monitoring, Site Reliability Engineering, Terraform

**Databases:** Big Data Processing, DynamoDB, PostgreSQL

## 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)*

*2016 – 2016*

### Temasek Polytechnic

Singapore

*Diploma in Information Technology*

*2011 – 2014*