Marcus Chan

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EXPERIENCE

Custom Software Engineering Associate Manager
Accenture

2021 – Present
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
Whale Cloud

2019 – 2021
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
Veev Interactive

2017 – 2018
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
Singapore Police Force

2014 – 2016

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
Hitachi

2013 – 2013

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
Aws: Amplify, AppSync, Bedrock, CDK, CloudWatch, Cognito, DynamoDB, Lambda, Q, SNS, SQS
Alicloud: DataV, DataWorks, Dataphin, QuickBI
Backend: Django, GraphQL, REST APIs, Serverless
Devops: CI/CD, Docker, Git, Linux, Terraform
Ai: AI Agents, Generative AI, LLM Integration, Prompt Engineering
Management: Agile/Scrum, 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
Bachelor of Information Technology with a Major in Software Information Systems

Brisbane, Australia

2018 – 2018

Singapore Management University
Bachelor of Science (Information Systems) - Incomplete

Singapore

2016 – 2017

Temasek Polytechnic
Diploma in Information Technology

Singapore

2011 – 2014