

Marcus Chan

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

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 <i>Singapore Police Force</i> | 2014 – 2016 <i>Singapore</i> |
| <ul style="list-style-type: none"> • 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 <i>Hitachi</i> | 2013 – 2013 <i>Singapore & Yokohama, Japan</i> |
| <ul style="list-style-type: none"> • Research & Development Center - Singapore <ul style="list-style-type: none"> * 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 <ul style="list-style-type: none"> * 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, TypeScript |
| Cloud: AWS, Alibaba Cloud, Google Cloud Platform |
| Backend: Django, Event-Driven Architecture, GraphQL, Microservices, Node.js |
| Devops: CI/CD Automation, Docker, IaC, Observability, Terraform |
| Data & Ai: Apache Spark, Databricks, DynamoDB, Generative AI, LLM Integration |
| Management: Agile/Scrum (CSM/CSPO), 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 <i>Bachelor of Information Technology with a Major in Software Information Systems</i> | Brisbane, Australia 2018 – 2018 |
| Singapore Management University <i>Bachelor of Science (Information Systems) - Incomplete</i> | Singapore 2016 – 2017 |
| Temasek Polytechnic <i>Diploma in Information Technology</i> | Singapore 2011 – 2014 |