

Marcus Chan

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

EXPERIENCE

Custom Software Engineering Associate Manager <i>Accenture</i>	2021 – Present Singapore
<ul style="list-style-type: none">Full Stack Engineer - Aviation Services (2024 - Present)<ul style="list-style-type: none">* Deployed and customized enterprise-scale serverless applications on AWS (Lambda, AppSync, CDK, DynamoDB, Amplify) directly at client sites* Worked closely with aviation stakeholders to understand operational requirements and translate business needs into technical solutions* Designed and developed diverse full-stack solutions including RFID-driven showcase systems, mobile wayfinding applications, and e-commerce platforms tailored to client specifications* Acted as technical liaison between engineering teams and business stakeholders, ensuring solutions meet operational requirements and passenger experience goals* Led technical implementation initiatives across infrastructure automation, deployment pipelines, and cross-functional knowledge transfer to enable client teams for long-term system ownershipSite Reliability Engineer - Public Services (2022 - 2024)<ul style="list-style-type: none">* Designed and deployed enterprise chatbot solution, reducing service request processing time by 65-70%* Implemented monitoring and alerting frameworks across multi-tier applications and infrastructure* Optimized tenant onboarding processes to ensure seamless and secure platform integration* Enhanced security posture through vulnerability remediation and system integrity enforcementSoftware Development Engineer - Financial Services (2022)<ul style="list-style-type: none">* 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 2021Application Engineer - Healthcare Services (2021 - 2022)<ul style="list-style-type: none">* 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% uptime* Delivered operational support to healthcare stakeholders, ensuring continuous service availability	2021 – Present Singapore
Software Delivery Engineer <i>Whale Cloud</i>	2019 – 2021 Singapore
<ul style="list-style-type: none">Software Delivery Engineer - (2020 - 2021)<ul style="list-style-type: none">* 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 analyticsSoftware Engineer - (2019 - 2020)<ul style="list-style-type: none">* 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	2019 – 2021 Singapore
Junior Software Developer <i>Veev Interactive</i>	2017 – 2018 Singapore
<ul style="list-style-type: none">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 AuditionTranscribed audio and incorporated subtitles into e-learning videos and courseware to enhance accessibilityRefined e-learning videos and courseware through systematic reviews and updatesManaged asset development lists for streamlined project workflows	2017 – 2018 Singapore

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

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 System

2018 – 2018

Singapore Management University

Singapore

Bachelor of Science (Information Systems)

2016 – 2016

Temasek Polytechnic

Singapore

Diploma in Information Technology

2011 – 2014