Marcus Chan

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EXPERIENCE

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
  * 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

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*