Marcus Chan

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EXPERIENCE

Custom Software Engineering Specialist
Accenture

2021 – Present
Singapore

- **Full Stack Engineer** - Aviation Services (2024 – Present)
  * Designed and delivered serverless applications on AWS (Lambda, AppSync, CDK, DynamoDB, Amplify), building both backend APIs and frontend features to power large-scale passenger and operational systems
  * Engineered end-to-end solutions connecting hardware, cloud services, and interactive interfaces — from RFID-driven showcases to mobile wayfinding and scalable voucher redemption platforms
  * Partnered with architects, designers, and business stakeholders to transform ideas into production-ready solutions that improve passenger experience and operational efficiency
  * Drove developer enablement initiatives, including feature flag adoption, CI/CD automation, and technical knowledge-sharing sessions
- **Site Reliability Engineer** - Public Services (2022 – 2024)
  * Built and launched an internal chatbot (end-to-end) to automate service request handling and reduce manual effort (60% reduction in response time)
  * Executed monitoring and alerting frameworks across applications and infrastructure for improved reliability
  * Streamlined tenant onboarding, ensuring smooth and secure integration to the NDI platform
  * Hardened security posture by addressing vulnerabilities and enforcing system integrity measures
- **Software Development Engineer** - Financial Services (2021 – 2022)
  * Developed and integrated APIs with Django, contributing to a mission-critical financial services platform
  * Collaborated closely with clients across requirements, design, development, testing, and deployment, ensuring business alignment at every stage
  * Showcased the project at Singapore FinTech Festival 2021, representing Accenture's delivery capabilities to industry stakeholders
- **Application Engineer** - Healtcare Services (2021 – 2022)
  * Automated reporting workflows through data analysis and SSRS/SSIS pipelines, improving efficiency and accuracy
  * Resolved service requests and platform issues on SSRS/SSIS and Pega, strengthening system reliability
  * Provided operational support to healthcare stakeholders, ensuring high availability and smooth service delivery

Software Delivery Engineer
Whale Cloud

2019 – 2021
Singapore

- **Software Delivery Engineer** (2020 – 2021)
  * Delivered Business Intelligence dashboards using Alibaba Cloud (Dataphin, DataWorks, QuickBI, DataV), empowering clients with actionable insights for decision-making
  * Led UAT cycles and quality assurance to ensure reliability and alignment with business requirements
  * Acted as subject matter expert on Alibaba Cloud products, partnering with Alibaba Cloud's IT team to support enterprise stakeholders
  * Oversaw Proof of Concept (POC) development as product manager, driving innovation and rapid solutioning
  * Supported on-site big data projects, covering system configuration, upgrades, ETL processes, SQL scripting, and data analysis
- **Software Engineer** (2019 – 2020)
  * Joined Whale Cloud Singapore under the Infocomm Media Development Authority (IMDA) Company-Led Training Programme
  * Contributed to early project support and training in Alibaba Cloud technologies
  * Performance led to conversion into a permanent staff role

Delivery Rider
Uber

2018
Brisbane, Australia

- As a student hustling to make ends meet, efficiently delivered meals to valued customers
- Demonstrated strong work ethic and customer service skills while balancing academic commitments

Junior Software Developer
2017 – 2018

Veev Interactive Pte Ltd
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 Intern
2013

Hitachi
Singapore & Yokohama, Japan
- **Research & Development Center** - Singapore
  * Planned and developed a Taxi Simulator to test interactions between taxi cabs, waiting for passengers and the availability of a taxi sharing application on the smartphone with dummy historical data
- **Yokohama Research Lab** - Yokohama, Japan
  * Planned and developed a Big Data Graph Visualizer Web Application
  * Tested interactions and speed differences between different algorithms

TECHNICAL SKILLS

Languages: Python, JavaScript, TypeScript, Java, SQL
Cloud & Infrastructure: AWS (Lambda, AppSync, CDK, DynamoDB, Amplify), Alibaba Cloud (Dataphin, DataWorks, QuickBI, DataV), Terraform, Docker
Web Development: React, Node.js, Django, GraphQL
DevOps & SRE: CI/CD, Monitoring & Alerting, Git, Site Reliability Engineering
Databases: PostgreSQL, DynamoDB

CERTIFICATIONS

AWS Certified AI Practitioner
2025
Amazon Web Services

HashiCorp Certified: Terraform Associate (003)
2024
HashiCorp

Databricks Certified Data Engineer Associate
2024
Databricks

Cloud Digital Leader
2023
Google Cloud

Certified Scrum Product Owner® (CSPO®)
2022
Scrum Alliance

AWS Certified Cloud Practitioner
2022
Amazon Web Services

Certified System Architect (CSA)
2021
Pega

ITIL® Foundation Certificate in IT Service Management
2021
AXELOS

Certified ScrumMaster® (CSM®)
2021
Scrum Alliance

Alibaba Cloud Professional - Cloud Computing
2019
Alibaba Cloud

Alibaba Cloud Associate - Cloud Computing
2019
Alibaba Cloud

EDUCATION

The University of Queensland   Brisbane, Australia
Bachelor of Information Technology with a Major in Software Information System   *Dec. 2019*

Temasek Polytechnic   Singapore
Diploma in Information Technology   *Apr. 2014*