

Marcus Chan

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EXPERIENCE

Custom Software Engineering Specialist

2021 – Present

Accenture

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 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** - Healthcare 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

2019 – 2021

Whale Cloud

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

2018

Uber

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
<i>Veev Interactive Pte Ltd</i>	<i>Singapore</i>
<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 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
<i>Singapore Police Force</i>	<i>Singapore</i>
<ul style="list-style-type: none"> 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
<i>Hitachi</i>	<i>Singapore & Yokohama, Japan</i>
<ul style="list-style-type: none"> Research & Development Center - Singapore <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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
<i>Amazon Web Services</i>	
HashiCorp Certified: Terraform Associate (003)	2024
<i>HashiCorp</i>	
Databricks Certified Data Engineer Associate	2024
<i>Databricks</i>	
Cloud Digital Leader	2023
<i>Google Cloud</i>	
Certified Scrum Product Owner® (CSPO®)	2022
<i>Scrum Alliance</i>	
AWS Certified Cloud Practitioner	2022
<i>Amazon Web Services</i>	
Certified System Architect (CSA)	2021
<i>Pega</i>	
ITIL® Foundation Certificate in IT Service Management	2021
<i>AXELOS</i>	
Certified ScrumMaster® (CSM®)	2021
<i>Scrum Alliance</i>	
Alibaba Cloud Professional - Cloud Computing	2019
<i>Alibaba Cloud</i>	
Alibaba Cloud Associate - Cloud Computing	2019
<i>Alibaba Cloud</i>	

EDUCATION

The University of Queensland

Bachelor of Information Technology with a Major in Software Information System

Brisbane, Australia

Dec. 2019

Temasek Polytechnic

Diploma in Information Technology

Singapore

Apr. 2014