

# Marcus Chan

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## EXPERIENCE

<b>Custom Software Engineering Associate Manager</b>	2021 – Present
<i>Accenture</i>	<i>Singapore</i>
<ul style="list-style-type: none"><li><b>Full Stack Engineer</b> - Travel Services (2024 - Present)<ul style="list-style-type: none"><li>* Deployed and customized enterprise-scale serverless applications on AWS (Lambda, AppSync, CDK, DynamoDB, Amplify) at client sites</li><li>* Collaborated with travel industry stakeholders to translate business requirements into scalable technical solutions</li><li>* Designed and developed full-stack solutions including RFID showcase systems, mobile wayfinding applications, and e-commerce platforms</li><li>* Acted as technical liaison between engineering and business teams, ensuring alignment with operational requirements and passenger experience goals</li><li>* Led infrastructure automation, CI/CD pipeline implementation, and knowledge transfer initiatives to enable client self-sufficiency</li></ul></li><li><b>Site Reliability Engineer</b> - Public Services (2022 - 2024)<ul style="list-style-type: none"><li>* Designed and deployed enterprise chatbot solution, reducing service request processing time by 65-70%</li><li>* Implemented comprehensive monitoring and alerting frameworks across multi-tier applications and infrastructure</li><li>* Streamlined tenant onboarding processes for seamless and secure platform integration</li><li>* Strengthened security posture through proactive vulnerability remediation and system hardening</li></ul></li><li><b>Software Development Engineer</b> - Financial Services (2022)<ul style="list-style-type: none"><li>* Developed and integrated mission-critical APIs using Django framework for enterprise financial services platform</li><li>* Managed full software development lifecycle from requirements gathering through production deployment</li><li>* Showcased Accenture's technical capabilities at Singapore FinTech Festival 2022</li></ul></li><li><b>Application Engineer</b> - Healthcare Services (2021 - 2022)<ul style="list-style-type: none"><li>* Automated complex reporting workflows through data analysis and SSRS/SSIS pipeline development</li><li>* Resolved critical service requests and platform issues across SSRS/SSIS and Pega systems, maintaining 99.9% system uptime</li><li>* Delivered operational support to healthcare stakeholders, ensuring continuous service availability</li></ul></li></ul>	
<b>Software Delivery Engineer</b>	2019 – 2021
<i>Whale Cloud</i>	<i>Singapore</i>
<ul style="list-style-type: none"><li><b>Software Delivery Engineer</b> - (2020 - 2021)<ul style="list-style-type: none"><li>* Delivered enterprise-grade Business Intelligence dashboards using Alibaba Cloud ecosystem (Dataphin, DataWorks, QuickBI, DataV) for multiple client engagements</li><li>* Recognized by Alibaba Cloud as subject matter expert, invited to conduct technical sharing sessions on DataV platform capabilities</li><li>* Led end-to-end UAT cycles and QA processes, ensuring 100% reliability and alignment with business requirements</li><li>* Managed POC development initiatives as technical product manager, accelerating time-to-market for new solutions</li><li>* Executed comprehensive big data implementations including infrastructure upgrades, ETL pipeline development, and advanced SQL analytics</li></ul></li><li><b>Software Engineer</b> - (2019 - 2020)<ul style="list-style-type: none"><li>* Joined Whale Cloud Singapore through IMDA Company-Led Training Programme, achieving permanent staff conversion based on exceptional performance</li></ul></li></ul>	
<b>Junior Software Developer</b>	2017 – 2018
<i>Veev Interactive</i>	<i>Singapore</i>
<ul style="list-style-type: none"><li>Developed interactive e-learning content using Articulate 360, JavaScript, and Adobe Creative Suite (Premiere Pro, After Effects, Illustrator, Audition)</li><li>Enhanced content accessibility by implementing audio transcription and multi-language subtitles across all courseware</li><li>Streamlined production workflows through systematic content reviews, version control, and asset management processes</li></ul>	

**Public Transport Security Command Officer**

2014 – 2016

*Singapore Police Force*

Singapore

- 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**

2013 – 2013

*Hitachi*

Singapore &amp; Yokohama, Japan

**• Research & Development Center - Singapore**

- \* 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**

- \* 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

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**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

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**CERTIFICATIONS**

<b>AWS Certified AI Practitioner</b> - Amazon Web Services	2025
<b>HashiCorp Certified: Terraform Associate (003)</b> - HashiCorp	2024
<b>Databricks Certified Data Engineer Associate</b> - Databricks	2024
<b>Cloud Digital Leader</b> - Google Cloud	2023
<b>Certified Scrum Product Owner® (CSPO®)</b> - Scrum Alliance	2022
<b>AWS Certified Cloud Practitioner</b> - Amazon Web Services	2022
<b>Certified System Architect (CSA)</b> - Pegasystems	2021
<b>ITIL® Foundation Certificate in IT Service Management</b> - Axelos	2021
<b>Certified ScrumMaster® (CSM®)</b> - Scrum Alliance	2021
<b>Alibaba Cloud Professional - Cloud Computing</b> - Alibaba Cloud	2019
<b>Alibaba Cloud Associate - Cloud Computing</b> - Alibaba Cloud	2019

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**EDUCATION****The University of Queensland**

Brisbane, Australia

*Bachelor of Information Technology with a Major in Software Information Systems*

2018 – 2018

**Singapore Management University**

Singapore

*Bachelor of Science (Information Systems) - Incomplete*

2016 – 2017

**Temasek Polytechnic**

Singapore

*Diploma in Information Technology*

2011 – 2014