

Marcus Chan

marcuschanjh@gmail.com | marcuscjh.github.io

EXPERIENCE

Custom Software Engineering Associate Manager

2021 – Present

Accenture

Singapore

- **Full Stack Engineer** - Aviation Services (2024 - Present)
 - * 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 ownership
- **Site Reliability Engineer** - Public Services (2022 - 2024)
 - * 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 enforcement
- **Software Development Engineer** - Financial Services (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
- **Application Engineer** - Healthcare Services (2021 - 2022)
 - * 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

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