

Joel Tan

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EDUCATION

Singapore Management University (Information Systems)
Anglo-Chinese Junior College (GCE-A Levels)

Singapore | Aug 2021 - Aug 2025
Singapore | Jan 2018 - Dec 2019

EXPERIENCE

Visa Inc (Fullstack Developer)

June 2025 - Present

- Led end-to-end Generative AI app development at Visa Inc., slashing test case creation from 8,000 to 50 man-hours (98% efficiency gain) for 1,000+ page GTLIG docs
- Built custom RAG pipeline with cutting-edge AI, enabling first live demo in 5 months from initial Git commit.
- Automated GTLIG analysis via fullstack solution, from planning to stakeholder demos, revolutionizing manual workflows.

Visa Inc (Software Developer Intern)

May 2024 - Aug 2024

- Improved functionality and user experience of the customer-facing Visa Test Portal by enhancing and developing new features.
- Ensured smooth and timely product rollout by resolving over 9 critical bugs in one week.
- Achieved 1st Place in the APAC Case Competition, collaborating with cross-functional teams from Singapore and India.

Sumitomo Mitsui Banking Corporation (Security & Architecture Intern)

May 2023 - Jul 2023

- Engineered automated patch deployment for Virtual Machines using Jenkins pipelines (Shell/PowerShell), reducing manual effort by ~70%.
- Led evaluation of critical Proof of Concepts (JWT Caching, mTLS) and executed testing for 10+ APIs across cloud infrastructure (VDI, App Gateway).
- Authored comprehensive Cloud Operation Guidelines, establishing a permanent knowledge base to standardize training and operational procedures.

Align Technology (Mobile Development Intern)

Jan 2023 - Apr 2023

- Working with management (country and regional) to assist, shape Insight App capabilities and standards across APAC region
- Partner with stakeholders to translate ideas, high level specification into new/enhanced mobile application
- Provided a Machine Learning Model to predict next quarter's sales

ComfortDelGro (Taxi)

QA Tester (Adhoc)

Dec 2021 - Dec 2022

- Led Quality Assurance (QA) and testing, identifying critical defects and sub-optimal User Experience (UX) issues.
- Used network troubleshooting tools (e.g., Burp Suite) to intercept and analyze API traffic, supporting complex root-cause analysis and debugging.
- Resolved over 30 reported software bugs, improving application quality, and communicated findings to the development team for timely remediation.

Support Specialist

Feb 2021 - Jul 2021

- Optimized IT infrastructure through building, upgrading (hardware/software), and providing targeted solutions to complex front-end user issues.
- Drove significant efficiency gains (70%) by developing and deploying an automated computer installation/upgrade process using PowerShell Scripting.
- Spearheaded system and process improvements based on rigorous analysis, resulting in enhanced organizational efficiency.

SKILLS & INTERESTS

- Proficient in Python, Web Development (PHP), MySQL, Docker, Javascript, CSS, AWS, Azure
- Graduated from Heicoders AI100 & AI200 (Python Programming and Data Visualisation | Applied Machine Learning) and Smartcademy Data Analytics Course

ACHIEVEMENTS

- 1st in CFC Hackathon (<https://bitly.ws/37EaK>)