

Julius Chan

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Highly driven professional with over 3 years of experience in Product, Cybersecurity, and Customer Service. Skilled in resolving complex issues, optimizing user experiences, and collaborating with cross-functional teams. Passionate about leveraging technical and communication skills to deliver impactful solutions in fast-paced environments.

WORK EXPERIENCE

Open Government Products, Govtech Singapore

Sep 2022 – Mar 2024

Product Operations Executive

- Coordinated with government agencies to successfully launch over 400 websites on product platform resulting in cost savings of millions of dollars within project deadlines.
- Collaborated seamlessly with cross-functional teams, including Software Engineers, Product Designers, and Product Managers, to actively gather and implement user feedback for optimizing feature discoverability through user research.
- Provided comprehensive support at both tier 1 and tier 2 levels, effectively resolving a diverse range of problems and inquiries from stakeholders.
- Migrated website content into product system using CMS technology with HTML, Markdown & CSS.
- Took charge of onboarding and managing a team of executives during the migration project.

NexusGuard

Jan 2021 – Jun 2022

Apprenticeship, Cybersecurity Specialist

- Acquired valuable front-line experiences and honed problem-solving skills through collaboration with assigned SMEs in the industry.
- Conducted case studies encompassing system and network management, vulnerability assessment, data analysis, risk assessments, policy analysis, and the strategic design of a sales-oriented business strategy.
- Attained certifications in Web Application Security and Certified Cybersecurity Specialist.

DBS Bank

Oct 2020 – Oct 2021

Customer Service Officer

- Effectively communicated, comprehended, and proactively addressed customer inquiries.
- Successfully directed customers to mobile banking adoption and taught them about the benefits of digital migration.
- Handled and supported diverse customer's needs with cash management, account opening, and card queries.
- Played a pivotal role in contributing to Branch's KPI through referral of customers for cross-selling of investment products.

EDUCATION

Coventry University

2023 – 2024

Bachelor of Science (First Class Honors), Computer Science

Nanyang Technological University

2021 - 2022

Professional Certificate, Cybersecurity Specialist

Temasek Polytechnic

2020 - 2023

Diploma (GPA:3.53), Applied Artificial Intelligence

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Certified Cybersecurity Specialist (NexusGuard), Professional Certificate in Product Management (Aha!), Knowledge Certificate in Web 3.0 (National University of Singapore), Post Diploma in Business Intelligence (Temasek Polytechnic 2023)
- **Skills:** Communication, Adaptability, Self-Awareness, PMP Tools, Web Development, Python, Data Analytics, AI/ML, Cloud SaaS
- **Interests:** Weightlifting, Photography, Vinyl Collection, Video Games, Future Trends