

Joshua Chan

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IT Project Manager | Software Engineer | Full-Stack Development | Azure DevOps | Cloud-First Architecture

Software Engineer progressing into IT Project Management, with 5+ years of experience architecting and delivering enterprise-grade applications across the Microsoft and cloud technology ecosystem. Combines deep technical expertise in scalable microservices, CI/CD pipelines, and secure Azure and AWS infrastructure with growing leadership in vendor management, technical governance, and full-lifecycle project delivery. Proven success leading modernization initiatives, coordinating cross-functional and offshore teams, and implementing automation strategies that drive measurable efficiency gains. Recognized with multiple awards for technical excellence, customer satisfaction, and high-performance delivery.

Core Competencies & Technical Skills

- **Full-Stack Software Engineering:** ASP.NET/Core, Blazor, C#, Entity Framework, RESTful APIs, React.js, JavaScript, HTML, CSS, Tailwind CSS, MVC Architecture, N-Tier Architecture
- **Cloud & DevOps Technologies:** Microsoft Azure, Azure DevOps, YAML Pipelines, Git (Azure Repos), Docker, CI/CD Automation, Azure Logic Apps, Cloud Resource Management
- **Database & Data Management:** Microsoft SQL Server, Oracle Database, MongoDB, Query Optimization, Database Refactoring, Stored Procedures, Data Integrity, SQL Performance Tuning
- **Technical Leadership & System Optimization:** Microservices Architecture, Infrastructure-as-Code, Systems Integration, Workflow Automation, Application Performance Enhancement, Legacy System Modernization

Professional Experience

IT Project Manager

Changi Airport Group – Singapore | Dec 2025 – Present

- Led the technical direction of an 8-year-old enterprise airport platform serving a large volume of users, overseeing vendor delivery, technical governance, and product roadmap across multiple concurrent workstreams.
- Spearheaded a cloud modernization programme migrating system from Azure to AWS, strengthening security, scalability, and infrastructure governance while coordinating DevOps and vendor teams through onboarding and production cutover.
- Drove an enterprise AI initiative by designing and overseeing AI, an in-house orchestrator built on Amazon Bedrock, alongside an Anomaly Detection and Validation System to improve data integrity and operational compliance.
- Owned vendor due diligence and technical assurance, reviewing URS and design documents, identifying critical architecture and compliance gaps (including PDPA and stack misalignment), and authoring SLA documentation covering availability targets, incident severity tiers, and RTO/RPO commitments.

Technical Consultant

Fujifilm Business Innovation Singapore – Singapore | Oct 2022 – Present

- **Full-Stack Development Leadership:** Develop and maintain scalable enterprise-grade web applications using C#, .NET, Blazor, and Entity Framework, supporting critical business functions and client-facing platforms.
- **Microservices Architecture Design:** Architect modular, service-oriented systems with microservices and API integrations, enhancing system scalability, maintainability, and fault isolation.
- **Cloud Infrastructure Management:** Administer Microsoft Azure environments, managing resources, storage, and network configurations to ensure security, high availability, and regulatory compliance.
- **CI/CD Implementation:** Spearhead adoption of Azure DevOps, establishing version control with Git, YAML-based CI pipelines, and pilot CD workflows to enable continuous integration and streamline deployments.
- **Process Optimization:** Led internal migration from legacy tracking to Azure Boards, improving sprint visibility, ticket traceability, and cross-functional alignment across DevOps and engineering teams.
- **Performance Enhancement:** Execute advanced database tuning and SQL refactoring, resulting in faster query responses and improved system throughput across high-load modules.

Back-End Developer

Avanade Asia Pte Ltd – Singapore | Apr 2022 – Sep 2022

- **API & Data Layer Engineering:** Built RESTful APIs and optimised data access layers using ASP.NET and Microsoft SQL Server to support enterprise-scale application performance.

- **Business Requirements Translation:** Translated functional specifications into technical implementations, ensuring end-user requirements were met through precise, scalable solutions.
- **Data Integrity Improvements:** Partnered with vendors and data teams to resolve data consistency issues, increasing system reliability and reducing error rates in transactional operations.

System Analyst

National University of Singapore – Singapore | Oct 2020 – Mar 2022

- **Full Lifecycle Delivery:** Oversaw application development from concept through deployment using ASP.NET MVC, JavaScript, and Microsoft SQL Server, delivering stable, user-centric platforms.
- **Workflow Automation:** Integrated Microsoft Power Automate and SharePoint to replace manual processes, streamlining departmental workflows and improving turnaround time.
- **User-Centric Enhancements:** Collaborated with stakeholders to refine UX flows and accessibility, ensuring platforms aligned with institutional standards and user expectations.

Software Engineer

Toppan Security Printing Pte Ltd – Singapore | Jun 2020 – Oct 2020

- **End-to-End System Development:** Delivered full-stack solutions using C#, ASP.NET MVC, and SQL Server, aligning software functionality with operational and compliance goals.
- **Stakeholder Communication:** Interfaced with internal stakeholders to capture business logic and process flows, translating needs into actionable technical requirements.
- **System Enhancement Initiatives:** Conducted code optimisation and application refactoring, enhancing software maintainability and developer efficiency.

Web Developer Intern

NinetyFour Pte Ltd – Singapore | Aug 2017 – Oct 2017

- **Website Design & Deployment:** Built responsive websites using Bootstrap frameworks, Shopify, WordPress, and Wix, adhering to client branding and usability standards.
- **Client Requirement Analysis:** Engaged directly with clients to understand technical and business goals, delivering web solutions aligned with strategic objectives.

Financial Crime Analytics Intern

Deloitte Southeast Asia – Singapore | Mar 2017 – Aug 2017

- **Platform Modernisation Support:** Supported re-platforming of financial crime investigation systems by enhancing front-end workflows and backend components.

Education

Bachelor of Science in Information and Communication Technology

Singapore University of Social Sciences – Singapore | Jun 2020 – Dec 2023

Diploma in Business Information Technology

Ngee Ann Polytechnic – Singapore | Apr 2015 – Apr 2018

Higher Nitec in Business Information Systems

ITE College East – Singapore | Apr 2013 – Apr 2015

Nitec in Information Technology

ITE College East – Singapore | Jan 2011 – Jan 2013

Certification & Training

- **CAG AI Manager Course** | CAG/AI Singapore | 2026
- **Machine Learning In Business** | SUSS | 2026
- **Generative AI Tools and Workflows** | SUSS | 2026
- **Microsoft Certified: Azure Developer Associate (AZ-204)** | Microsoft | 2023
- **Microsoft Certified: Azure Fundamentals (AZ-900)** | Microsoft | 2022
- **Oracle Database SQL Specialist** | Oracle | 2022
- **Certified Ethical Hacker (CEH)** | EC-Council | 2021

Achievements & Awards

- **Managing Director Award – Fujifilm Business Innovation | 2023**
 - **Exceptional Performance Award – National University of Singapore | 2021**
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Languages

- English – Highly Proficient
- Chinese (Mandarin) – Native Speaker
- Cantonese – Native Speaker