

Joel Tan

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EDUCATION

Singapore Management University

MSc in IT and Business (Part-time) | Aug 2026 - Aug 2028

BSc in Information Systems | Aug 2021 - Aug 2025

EXPERIENCE

Visa Inc (Fullstack Developer)

June 2025 - Present

- Maintained and drove the success of the high-impact Visa Test Portal, serving 2,200+ monthly user subscriptions across major banking clients and merchants and facilitating 255,000+ transactions.
- Led end-to-end Generative AI development to automate GTLIG document analysis, slashing test case creation time by 98% (from 8,000 to 50 man-hours) for 1,000+ page technical documentation.
- Architected and deployed a custom RAG pipeline, delivering the first live demo within 5 months of initial commit to accelerate time-to-market.

Visa Inc (Software Developer Intern)

May 2024 - Aug 2024

- Engineered key enhancements to the Visa Test Portal's UI/UX, directly improving usability and operational efficiency for an expansive global client network.
- Expedited product delivery cycles by diagnosing and resolving 9+ critical production defects within a single sprint, bolstering deployment stability and platform reliability.
- Championed collaborative innovation by leading a cross-functional team spanning Singapore and India to secure 1st place in the APAC Case Competition, demonstrating excellence in strategic technical problem-solving.

Sumitomo Mitsui Banking Corp (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.
- Authored enterprise Cloud Operation Guidelines across 10+ cloud APIs, creating a standardized onboarding knowledge base that reduced engineer ramp-up time.

Align Technology (Mobile Development Intern)

Jan 2023 - Apr 2023

- Collaborated with regional leadership to execute feature roadmaps for the Insight App, optimizing operational capabilities across the APAC region.
- Developed a predictive Machine Learning model for quarterly sales forecasting, enhancing resource allocation accuracy and strategic planning.

ComfortDelGro (IT Support & QA Specialist)

Feb 2021 - Dec 2022

- Developed automated computer deployment processes using PowerShell, driving a 70% efficiency gain.
- Conducted Quality Assurance testing for mobile applications, resolving 30+ critical bugs and performing API troubleshooting using Burp Suite.

SKILLS & INTERESTS

- **Languages:** Python, PHP, JavaScript, CSS, Java
- **Tools:** Docker, AWS, Azure, MySQL, Git, Jenkins
- **Certifications:** Heicoders AI100/200, Smartcademy Data Analytics, Google Cloud Fundamentals
- **Frameworks & Architecture:** RAG, REST APIs, Microservices, SwiftUI, Node.js/Express, React

ACHIEVEMENTS

- 1st in Code For Cities by SMU/IBM Hackathon