

# Thomas Geoghegan

## Languages/Frameworks:

ReactJS, NextJS, HTML5,  
CSS3, JavaScript,  
TypeScript, TailwindCSS

Contact:  [0407 250 035](tel:0407250035)  [tomgegs@outlook.com](mailto:tomgegs@outlook.com)  [/in/thomas-geoghegan](https://in/thomas-geoghegan)

Portfolio:  [tomg-portfolio.netlify.app](https://tomg-portfolio.netlify.app)  [github.com/TomGegs](https://github.com/TomGegs)

## PROFILE

I am a front end developer that combines user-centred design and data-driven decision making to develop products that meet the user's needs. An instigator of initiatives, continuous learner and critical thinker, I seek out new approaches, new technology and turn failures into opportunities. I blend a start-up mindset with project management methodology, and apply it to small and enterprise levels to foster a culture of learning, development and constructive collaboration.

## EMPLOYMENT SUMMARY

Front End Developer (React) Education	Mar 2022 - Current
<i>TOKN</i> Co-Founder	Mar 2022 - Nov 2022
<i>CPL - Choice, Passion, Life</i> Business Analyst	Jan 2022 - Mar 2022
<i>Public Trustee of Queensland</i> (Acting) Director - Transformation Delivery Office	Jan 2021 - June 2021
Continuous Improvement Delivery Lead	July 2020 - Jan 2022
Digital Analytics & Engagement Officer	Apr 2019 - June 2020
<i>Right Click Gaming</i> Co-Founder	Nov 2018 - Oct 2019
<i>ShareStory Media</i> Growth Manager	Apr 2018 - Mar 2019

## KEY SKILLS

**Front End Development:** Experience developing solutions using ReactJS, NextJS, HTML5, CSS3, JavaScript, TypeScript, TailwindCSS.

**Project & Change Management:** Outcome oriented and agile thinking to successfully led projects. Change management techniques used to ensure user buy-in and continuous improvement initiatives to validate user & market fit.

**Leadership & Mentorship:** Bridging corporate strategy and operations with start-up methodologies to reduce overheads, increase deliverables and improve staff skills & enjoyment.

**Stakeholder Management:** Collaborative and proactive approach to promote positive relationships, expectation alignment and continued buy-in across stakeholder groups.

## PROFESSIONAL EXPERIENCE

### CLP - Choice, Passion, Life

*Business Analyst: Jan 2022 - Mar 2022*

- Coached/mentored scrum methodology to development team
- Conducted and documented user-testing of new internal software

### Public Trustee of Queensland

*Continuous Improvement Delivery Lead: July 2020 - Jan 2022*

- Led end-to-end delivery of customer improvement activities, using lean thinking and managing technical and subject matter resources through design, development, approval, delivery and continuous improvement.
- Managed the analysis and reporting activities for continuous improvement deliverables, including impacts, benefits, customer feedback and adoption.
- Collaborated with stakeholders across the Public Trustee to build understanding of improvement opportunities and develop delivery roadmaps as per the transformation and strategic agendas.
- Managed engagements with partner agencies across Government to identify and map opportunities that leverage existing whole of government channels.
- Facilitated co-design and co-development workshops with stakeholders, staff and customers to enhance contribution and strengthen buy-in for the transformation agenda from teams across the organisation.
- Led, coach and mentor project team members in the planning and delivery of new customer products and service improvements.
- Identified and assessed opportunities to unify and enhance the customer and stakeholder experience across all areas of the Public Trustee while providing advice to relevant working groups and senior leaders.

*(Acting) Director - Transformation Delivery Office: Jan 2021 - June 2021*

- Led transformation projects and initiatives in partnership with operational Executives, leaders, stakeholders and teams, to provide clear guidance about objectives, key results, accountabilities and responsibilities to ensure project delivery milestones and outcomes were achieved in a streamlined and effective manner.
- Led, coached and mentored team members of the Transformation Delivery Office in the application of lean-thinking principles to foster a performance-focused and collaborative environment.
- Ensured the effective management and monitoring of the Transformation Delivery Office's operational plan and budget in accordance with statutory responsibilities, government priorities and organisational policies and procedures.

*Digital Analytics & Engagement Officer: Apr 2019 - June 2020*

- Analysed customer feedback and enquiry data to identify key customer information needs and provided insights to Web Writer to enable user-centred design of web content.
- Researched and analysed data, usage and reach for key customer segments to inform digital

- engagement planning and execution.
- Developed a suite of documentation and tools based on customer insights and analytics to support the delivery of digital initiatives.
- Executed, managed, measured and reported on results and outcomes of digital engagement initiatives across EDMs, paid and organic search and social channels.
- Supported customer and product research activities, such as usability testing and multivariate testing.

## **ShareStory Media**

*Growth Manager: Apr 2018 - Mar 2019*

- Partnered with the founders to co-design, co-develop, deliver, and measure growth opportunities in the start-up environment.
- Led end-to-end delivery of internal projects, incorporating lean thinking and principles for effective execution.
- Developed operational roadmaps and business strategies to drive growth and success.
- Established customer feedback frameworks and utilised customer data for data-driven product and service improvements.

## **EARLIER CAREER EXPERIENCE**

### **Assure Programs**

*Data & Process Analyst: Mar 2015 - Apr 2018*

- Generated industry reports to identify and forecast prominent mental health concerns per sector.
- Provided valuable analysis for mental health product opportunities, supporting informed decision-making.
- Successfully implemented and trained >1,000 psychologists on an efficient appointment system.
- Visualised and simplified financial data to facilitate better understanding and strategic planning.
- Created centralised, live dashboards for business and financial data, enhancing real-time insights.

## **PROJECTS**

### **TOKN, Co-Founder: 2021 - 2022**

Created and managed a passionate web 3.0 and extended reality (XR) community of 60 people. The community offered users an opportunity to casually earn extra money through video game incentives and to share information about opportunities regarding the latest technology.

**Right Click Gaming, Co-Founder: 2019 - 2020**

Created and hosted competitive eSport tournaments. Right Click Gaming offered an amateur league for aspiring Australian players to gain development, exposure and a pathway into professional eSports tournaments.

**Cirrus Robotics, Workshop Tutor / Facilitator: 2019**

Conducted informational sessions and demonstrations of how to operate Cirrus Robotics' software and hardware during the 2019 Robotronica event at the Queensland University of Technology.

**RoboWars Australia, Event Host: 2018 - 2019**

Hosted the 2018 and 2019 national RoboWars events held in South Bank, Brisbane.

**Language Link Hanoi, English Teacher (Volunteer): 2016**

Provided 'intermediate' English language education to Vietnamese adults in Hanoi, Vietnam.

**RSPCA Wacol, Animal Care Dog Adoption (Volunteer): 2015 - 2017**

Assisted with the care and handling of dogs that recently arrived at the centre and answered visitor's questions about the dogs.

**EDUCATION & DEVELOPMENT****Certificate of Front end Engineering: 2023**

CodeCademy

**Certificate in Teaching English to Speakers of Other Languages (CELTA): 2016**

University of Cambridge - Acquired through Language Link Hanoi, Vietnam

**Bachelor of Behavioural Science, Psychology: 2011 - 2015**

University of Queensland

**REFERENCES AVAILABLE ON REQUEST**