# THOMAS LOVELUCK

**Senior Data Manager**

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## PROFILE

A highly effective Data Scientist with 7 years of industry experience in advanced analytics and machine learning, and an academic background in Physics and Computer Science. During his career, Thomas has worked as a Data Scientist for a successful machine learning start-up, a major Australian retail bank and most recently as a Senior Manager for an Indonesian technology unicorn.

## EMPLOYMENT HISTORY

### ❖ Senior Data Manager, Bukalapak

Apr 2021 — Present
Jakarta

Bukalapak is an Indonesian all-commerce unicorn with more than 110 millions users, 15 million MSMEs partners and a market capitalization of 2.9bn AUD.

Thomas is a Senior Data Manager for a team of Data Scientists who work on high-priority problem areas within Bukalapak. He reports to the SVP of Data. Initially, Thomas spent 12 months fixing the company's flagship search engine through a series of algorithmic and infrastructure improvements, leading to a 20% boost in search conversion rates. Since then, Thomas has moved on to improving marketing and fraud detection.

Achievements:

- Rehabilitated the Bukalapak search engine
  - Improved the search to transaction conversion rate by 20%
  - Created a data-driven process for making future improvements to the search engine algorithms
  - Reduced the time taken to implement future search algorithms by 75%
- Expanded Bukalapak's ability to identify and block fraud
  - Streamlined the process of creating and implementing fraud detection rules and models
  - Worked closely with Engineering teams to develop a device identifier for the purpose of blocking fraud from new accounts created using devices with a history of fraud
  - Identified risks in our Know Your Customer process and recommended policy and data solutions
- Created an enabling environment for my team and broader Data department
  - Helped the team maximise their impact by working with senior stakeholders to identify and scope out projects where data science made the biggest difference
  - Coordinated technical training sessions for the Data department and gave a 90-minute workshop on Storytelling With Data
  - Mentored Data Scientists through numerous data projects including dashboard creation, app tracker development, campaign analytics, fraud rule development and user segmentation.

### ❖ Data Scientist (Advanced Analytics), Westpac Banking Corporation

Jun 2019 — Apr 2021
Sydney, Australia

Thomas was a lead Data Scientist within Westpac's internal analytics consultancy, Advanced Analytics, and worked with senior stakeholders across the bank to address a wide range of key problem areas.

Business achievements:

- Improved prospective client identification model for home loans leading to a 2x uplift in performance
- Worked with a team of consultants to map as-is state of Westpac's home loan retention strategy and developed personalized retention leads for ongoing campaigns
- Led team of 5 analysts to compile a customer interaction data mart and run predictive analysis to support Westpac's post COVID branch network strategy
- Created a Natural Language Processing tool to identify opportunities for continuous improvements in Westpac's customer face chatbot leading to 2-3x uplift in productivity

Team activities

- Led the creation of a data science operating model to significantly boost the speed and rigour of data science output within the team
- Led technical interviews for Data Science applicants
- Led the development of a standardized Python tool kit to support fast and reliable analysis across the team

### ❖ Data Science Contractor, Hay .......................................... May 2019 — Jun 2019
Sydney, Australia

Hay is a mobile-first challenger bank which has recently been launched in Australia. Achievements:

- Supported the integration of Hay's new fraud platform
- Contributed to development of Hay's anti-money laundering defences
- Generated marketing insights by applying data science techniques including clustering to market data

### ❖ Senior Data Scientist, Featurespace .......................................... Jan 2018 — Apr 2019
UK and Australia

Featurespace is a rapidly growing machine learning start up which develops and deploys market leading fraud detection models to banks across Europe, North America and Australia.

Achievements:

- Liaised closely with clients to understand their business requirements and data before building and implementing custom machine learning models
- Deployed an award-winning fraud detection system to one of the world's largest payment processors (TSYS) and their client banks. This system currently processes upwards of 10m card transactions a day across 12 banks
- Managed the 2018 Data Science Internship programme
- Developed Featurespace's Data Science process, which promotes incidental documentation and validated learning.

### ❖ Business Development Lead (Australia), Featurespace .......................................... Oct 2018 — Apr 2019
Australia

Alongside his Senior Data Scientist responsibilities, Thomas also acted as Featurespace's Business Development Lead in Australia for 6 months.

Achievements:

- Shaped the Australian market strategy, in collaboration with Chief Commercial Office and Head of Asia-Pacific Sales
- Built relationships with prospects across the country
- Managed the end-to-end sales pipeline
- Collaborated with Head of Asia-Pacific Sales to win Featurespace's first customer in Australia

### ❖ Graduate Data Scientist, Featurespace .......................................... Sep 2015 — Jan 2018
Cambridge, UK

## EDUCATION

### ❖ Queen Mary, University of London .......................................... Sep 2014 — Aug 2015
London, UK

*MSc in Big Data Science*

- MSc project on 3D Face Recognition
- Studied modules including Big Data Processing, Digital Media and Social Networks, Sensors and IOT, Machine Learning

### ❖ University of Oxford .......................................... Oct 2011 — Jul 2014
Oxford, UK

*BSc in Physics*

- BSc project on Thin-Film High-Temperature Superconductors
- Somerville College Boat Club President (2013/2014)
- Internship with Oxford Student Consultancy
- Studied modules including Classical Mechanics, Thermal Physics, Solid-State Physics, Sub-Atomic Physics