THOMAS LOVELUCK

Data Science 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. Thomas feels strongly about combating climate change and is looking to move into the green economy to support the world's journey to net zero.

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