

# Chris Mahoney

☎ Mobil: +61 438 617 516    @ chrismahoney@hotmail.com    🌐 www.chrismahoney.com.au    📍 Sydney, Australia

## PROFESSIONAL EXPERIENCE

### Snr IT BA: Technical Lead & AU Innovation Champion

**DB Schenker**    📅 04/2019 - Ongoing    📍 Greater Sydney, NSW

- Lead Business Analyst: IT Solutions Development and Implementation for Contract Logistics.
- Demand Management: Prioritisation and Delegation of Software Development tasks.
- Innovation Management: Business Advocate for new products/services/processes for Innovation & Digitisation in Australia.
- Change Management: Key Coordinator between Business Operations and IT Development teams for Application Enhancements.
- Analytical Solutions Leader: Business Architect for Machine Learning, Data Modelling, Predictive Analytics, Artificial Intelligence, and Big Data Solutions.
- Team Leader: NextGen IT Team for System Development and Customer Migration.
- Iteration Manager: Daily Agile Meetings and Kanban-style IT Project management.

### Academic & Support Lecturer

**University of Technology Sydney**    📅 03/2020 - Ongoing    📍 Sydney, NSW

- Teaching in the Masters of Data Science and Innovation
- Support Lecturer for subject: Machine Learning Algorithms and Applications
- Teachers Assistant for subject: Data Algorithms and Meaning

### IT Business Analyst: NextGen System and Business Innovation

**DB Schenker**    📅 06/2018 - 04/2019    📍 Hoxton Park, NSW

- Lead Developer: Live and interactive BI Dashboards using SSRS and PowerBI.
- Lead Analyst: IT Solutions Development and Implementation.
- Systems Analyst: Providing intimate systems support for key customer during large-scale product launch.
- IT Specialist: IT Security Auditing and migration to Secure-Shell connections.
- Implementations Specialist: Customer migrations from Legacy to NextGen Warehouse Management System.
- Subject-Matter Expert: Data visualisation, real-time operational reporting, and user-friendly dashboard design.

### National Service Quality Analyst

**TNT Australia**    📅 11/2017 - 05/2018    📍 Mascot, NSW

- Stakeholder Management: Operations associate to the IT department.
- Subject Matter Expert of interactive and visual analytics.
- Lead Analyst in development of operational data models.
- Process Champion of SOP Development and KPI reporting.
- Achieved success in creation of live-data analytics and real-time operational dashboards

### Business Systems Analyst

**Toll Global Express**    📅 05/2016 - 11/2017    📍 Eastern Creek, NSW

- Lead Analyst for customer forecasting and operational performance.
- Development of depot-level and customer-specific forecasting models.
- Utilisation of t-SQL to develop data model to forecast received volume per customer, per freight-profile, per day; achieving an accuracy of within 2.5%.
- Deployment of dynamic analytics dashboards and interactive reports.
- Streamlined National Reporting Dashboards, to provide support for national sales and operational teams.

### Previous Roles

#### Within the Toll Group

- Business Analyst - Operations Support (08/2015 - 05/2016) (Toll IPEC)
- NSW Operations Manager (05/2015 - 06/2018) (Toll Specialised Solutions)
- NSW Risk Coordinator (06/2014 - 07/2015) (Toll IPEC)
- Internal Sales Consultant (05/2013 - 06/2014) (Toll IPEC)
- PM Shift Operations Supervisor (11/2011 - 05/2013) (Toll Express)

## ABOUT ME

I am an astute and engaged individual. Whilst working full-time, I have completed a double degree part-time, and a Master's degree. I continue to Volunteer with Rotary International; focusing on leadership development programs. I can maintain high levels of success in all areas of my professional life. As proven by my achievements: Dean's Medal, Golden Key, Citizens Scholar, Academic Engagement Award. I am keenly interested in Data Science, Innovation, Continuous Improvement, Lean Six Sigma, Big Data Analytics. I am competent in multiple programming languages (Python, R, SQL, VB, M), and am experienced in many analytical platforms (SSRS, PowerBI, MiniTab, RStudio, Azure, Jupyter). I have a very pragmatic approach to work, always asking questions like "How can this improve business outcomes?". I strike a perfect balance between business acumen and technical expertise.

## APPLIED LEADERSHIP

### Rotary Youth Leadership Awards

Facilitator: Summer 2016, 2019, 2020, 2021

Participant: Summer 2015

### Rotary Youth Program of Enrichment

Facilitator: Summer 2015 to 2019

Mentor: Winter 2015 to 2019

### International Leadership Programme

Participant: Winter 2017

### Model United Nations Assembly

Adjudicator & Coach: 2017 to 2019

### Rotarian in Lower Blue Mountains

March 2015 to Current

## REFERENCES

### Dr Marius Brand

Head of APAC Innovation and Digitisation at DB Schenker

### Dr Kailash Awati

Senior Lecturer, Data Science & Innovation at UTS

### Dr John Keogh

Barrister at Law, and Fellow Rotarian

### Claudio Nieto

CIO for Australia & New Zealand at DB Schenker

### Phil Prior

Senior Operations Turnaround Lead at Toll IPEC

## ACADEMIC EDUCATION

### Master Data Science & Innovation

University of Technology Sydney

2019 - Ongoing Ultimo, NSW

GPA

6.9 / 7.0

### Bachelor of Applied Leadership and Critical Thinking

Western Sydney University

2014 - 2018 Parramatta, NSW

GPA

6.0 / 7.0

### Bachelor of Business and Commerce - Advanced Business Leadership (Management)

Western Sydney University

2012 - 2017 Parramatta, NSW

GPA

6.24 / 7.0

### Diploma of Management

Benchmark College

2011 - 2011 Penrith, NSW

GPA

7.0 / 7.0

### Cert IV in Training and Assessment

Benchmark College

2011 - 2011 Penrith, NSW

GPA

7.0 / 7.0

## PUBLICATIONS

### Reinforcement Learning

Towards Data Science

1900 - 06/2021 <https://bit.ly/ReinfLearning>

### Vanilla Neural Networks in R

Towards Data Science

1900 - 11/2020 <http://bit.ly/VanilaNN>

### Exploring Undernourishment

Start It Up

1900 - 10/2020 <http://bit.ly/ExplUndern>

### Addressing The John Smith Problem

Towards Data Science

1900 - 07/2020 <http://bit.ly/JohnSmithProb>

### Reinforcement Learning in the Warehousing Industry

Artificial Intelligence in Plain English

1900 - 07/2020 <http://bit.ly/ReinfLearn>

### Plotting NPS Data

Analytics Vidhya

1900 - 02/2020 <http://bit.ly/PlotNpsData>

### The Contemporary Logistics Industry

Medium

1900 - 04/2019 <http://bit.ly/ContempLogInd>

### Western Introduces Academy Excellence Awards

Western Sydney University

1900 - 11/2017 [http://bit.ly/CM\\_AcadAward](http://bit.ly/CM_AcadAward)

### Graduate Profile: Chris Mahoney

GraduateOpportunities.com

1900 - 07/2014 [http://bit.ly/CM\\_GradProf](http://bit.ly/CM_GradProf)

## SKILLS

### Analytical Platforms

Excel

PowerBI

SSRS

MiniTab

PowerPivot

RStudio

Jupyter

### Languages / Environments

SQL

Python

R

M

SSRS

PowerBI

Azure

GitHub

AWS

### Data Science / Machine Learning

AzureML

caret

Sk-Learn

tidyverse

TensorFlow

Python

R

PyTorch

## SKILLS

### Leadership



### Data Analysis



### Artificial Intelligence & Machine Learning



### Change Management



### Logistics



## INTERNATIONAL EXPERIENCE

### International Leadership Programme

WYSE International

07/2017 - 08/2017 Florence, Italy

### International RYLA Conference

Rotary International

09/2015 - 10/2015 Chicago, USA

### University Scholars Leadership Symposium

Humanitarian Affairs

07/2014 - 08/2014 Phnom, Cambodia

### Human Resources Internship

Habitat for Humanity

12/2013 - 02/2014 Saigon, Vietnam

### NextGen WMS Functional Training

DB Schenker APAC

11/2018 - 11/2018 Changi, Singapore

### NextGen WMS Technical Training

DB Schenker APAC

06/2019 - 06/2019 Bangkok, Thailand

## KEY ACCOMPLISHMENTS

### Workforce Capacity Planning

📅 07/2020 - 11/2020 📍 DB Schenker, Fairfield

- Utilise historic data to formulate time-series forecasting models to predict future volume quantity.
- Implement real-time data set and high-quality dashboard.
- Impart data-driven analytical advice for the Operations team to improve their daily performance results.

### Exploring Undernourishment

📅 03/2020 - 06/2020 📍 UTS, Sydney

- Explore the open-source Global data from the Food and Agricultural Organisation of the United Nations.
- Implement tree-based predictive model for predicting the Prevalence of Undernourishment.
- Wrote an open-source App and published an 8-part Blog piece.

### High-Profile New Product Release

📅 07/2018 - 09/2018 📍 DB Schenker, Eastern Creek

- Working with a team of 10 Operations Managers on a high-profile new product release, occurring in September 2018.
- I developed and deployed eight live and dynamic reporting dashboards, for use with daily operational performance.
- Designed and integrated the operational material-flow and process-flow documentation, for maximum efficiency and performance.

### Reduction of Outstanding POD's

📅 2018 - 03/2018 📍 TNT, Erskine Park

- Reduction of Outstanding Proof of Delivery (POD) consignments from 1.4% (aprox. 800 cons. per week) to a stable 0.3% (aprox. 150 cons. per week).
- Project manager for a cross-functional team of 10 people, utilising Lean Six Sigma technologies and methodologies.
- Achieved a sustainable result whilst managing competing priorities and various operational challenges (including politics, resources, and procedure documentation).

### TGX S&OP Rollout

📅 11/2016 - 11/2017 📍 Toll Global Express

- Establishment of a forecasting method for customer volumes. This uses historic data combined with customer intelligence.
- The forecasts enable the operations staff to gear-up or gear-down their labour force accordingly, in response to anticipated volume.
- Integrated utilisation of t-SQL database development, combined with Excel VBA report distribution, and Power BI dashboard visualisation.

### IPEC KPI Development

📅 2017 - 10/2017 📍 Toll IPEC, Operations

- Development of a suite of 88 Key Performance Indicators (KPI's) for use by IPEC Handling, Linehaul and PUD teams; for use by Managers from Frontline Supervisors to Executive Level Managers.
- Directly responsible for the development and dissemination of templates and dashboards to be used by the relevant staff to compile, analyse and report on the particular KPI's.

### Bungarribee Operational Turnaround

📅 08/2016 - 12/2016 📍 Toll IPEC, Bungarribee

- As part of the Bungarribee Operations team, directly contributed to a reduction in Operational costs of \$3.2Mil.
- Focusing on three primary areas: 1. Conversion of labour from casual to permanent; 2. 80% reduction in Overtime 2.0; and 3. Purchasing of fleet vehicles to replace rentals.
- The end result yielded upwards of \$7.2Mil in annualised savings (\$4Mil above original estimates), due to a further reduction in Overtime 1.5.

## ACCOLADES



**Western Sydney University Citizens Scholar Award (2018)**



**Deans Medal (2016)**

Graduating in the top 2% of my cohort.



**Deans Merit List (2013, 2014, 2015, and 2017)**

Finishing in the top 15% per academic year.



**Academic Engagement Award**

At the Western Sydney University Academy Excellence Awards in 2017



**Golden Key International Honor Society (2012, 2017)**

For outstanding academic performance.



**Lean Six Sigma**

Green Belt: 2017

Yellow Belt: 2016



**Paul Harris Fellow**

Awarded: 2018

1st Sapphire: 2020



**Duke of Edinburgh's Award**

Gold (2009), Silver (2007), Bronze (2006)