

Chris Mahoney

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PROFESSIONAL EXPERIENCE

Snr IT BA: Technical Lead & AU Innovation Champion

DB Schenker 06/2018 - 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.

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.

Business Analyst - Operations Support

Toll IPEC 08/2015 - 05/2016 Bungarribee, NSW

- Analysis and consultation for operational productivity reports.
- Operational cost analysis, including revenue and profitability.
- Focused analytical support for Continuous Improvement, Operational, and Management teams.
- Strategic operational model development, including volume forecasting and resource planning.
- Achieved success in Six Sigma Green Belt Project: Reduction in late interstate linehaul departure times

Previous Roles

Within the Toll Group

- 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 am currently completing a Masters degree. I continue to Volunteer with Rotary International; focusing primarily on leadership development programs. I have the ability to maintain a high level of commitment and success within all areas of my professional life. As proven by my academic achievements (Dean's Medal, Golden Key, Citizens Scholar, Academic Engagement Award), all while maintaining my working and volunteering commitments.

Additionally, I have a keen interest in continual business improvement, particularly in processes like Continuous Improvement, Lean Six Sigma, Big Data Analytics and Data Science. I am highly proficient in multiple programming languages (Python, R, SQL, VB, M), and am highly experienced in many analytical platforms (SSRS, PowerBI, MiniTab, RStudio, Azure, Jupyter). While I have a vast amount of technical expertise, I have a very pragmatic approach, 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
Participant: Summer 2015

Rotary Youth Program of Enrichment

Deputy Director: Summer 2019
Facilitator: Summer 2015 to 2018
Mentor: Winter 2015 to 2018

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 John Keogh

Barrister at Law, and Fellow Rotarian

Dr Kailash Awati

Senior Lecturer in Data Science and Innovation

Phil Prior

Senior Operations Turnaround Lead at Toll IPEC

Carlos Lozano

Senior Director Supply Chain at PepsiCo Canada

Joel Van Blommestein

National Security Systems IT Manager

ACADEMIC EDUCATION

Master Data Science & Innovation

University of Technology Sydney

01/2019 - Ongoing Ultimo, NSW

GPA

6.87 / 7.0

Bachelor of Applied Leadership and Critical Thinking

Western Sydney University

01/2014 - 01/2018 Parramatta, NSW

GPA

6.0 / 7.0

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

Western Sydney University

01/2012 - 01/2017 Parramatta, NSW

GPA

6.24 / 7.0

Diploma of Management

Benchmark College

01/2011 - 01/2011 Penrith, NSW

GPA

7.0 / 7.0

Cert IV in Training and Assessment

Benchmark College

01/2011 - 01/2011 Penrith, NSW

GPA

7.0 / 7.0

PUBLICATIONS

Vanilla Neural Networks in R

Towards Data Science

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

Exploring Undernourishment

Medium

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

Addressing The John Smith Problem

Towards Data Science

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

Reinforcement Learning in the Warehousing Industry

Artificial Intelligence in Plain English

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

Plotting NPS Data

Analytics Vidhya

01/2020 <http://bit.ly/PlotNpsData>

The Contemporary Logistics Industry

Medium

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

Western Introduces Academy Excellence Awards

Western Sydney University

11/2017 http://bit.ly/CM_AcadAward

Graduate Profile: Chris Mahoney

GraduateOpportunities.com

07/2014 http://bit.ly/CM_GradProf

SKILLS

Analytical Platforms

Excel PowerBI SQL MiniTab

PowerPivot RStudio Jupyter

Languages / Environments

SQL Python R M SSRS

PowerBI Azure GitHub Hive

Data Science / Machine Learning

AzureML caret Sk-Learn tidyverse

PowerQuery Python R

SKILLS

Leadership



Data Analysis



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

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

📅 01/2018 - 03/2018 📍 TNT, Erskine Park

- Reduction of Outstanding Proof of Delivery (POD) consignments from 1.4% (approx. 800 cons. per week) to a stable 0.3% (approx. 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

📅 01/2017 - 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.

Skills Shortage in Western Sydney

📅 08/2015 - 11/2015 📍 Blacktown LGA, NSW

With the aim of establishing reasons behind the skills shortage in Western Sydney, we identified the three below paradoxes.

- Businesses want recruits who have the skills and experience; yet are unwilling to provide training for new recruits.
- Businesses were not able to provide training-type employment; yet demand for all future employees to be adequately experienced.
- Governments are scaling-back incentive for businesses to up-skill their employees on the job; yet training organisations were struggling to find businesses to provide job placement training.

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)

Project: Interstate Linehaul Departures



Lean Six Sigma Yellow Belt (2016)

Project: Late Data Received from Customers



Paul Harris Fellow (2018)



Duke of Edinburgh's Award

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