

Chris Mahoney

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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

- Board Member (Student Rep): School of Transdisciplinary Education
- 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

📅 06/2021 🔗 <https://bit.ly/ReinfLearning>

Vanilla Neural Networks in R

Towards Data Science

📅 11/2020 🔗 <http://bit.ly/VanilaNN>

Exploring Undernourishment

Start It Up

📅 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

📅 02/2020 🔗 <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 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

 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.

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)