

Chris Tham

artist, consultant, cyclist, designer, musician, photographer, world traveller

I'm Chris Tham, an outrageous actualiser based in Sydney. I'm the founder of Hello Tham, a boutique strategy consulting company.

I am interested in short to medium term consulting opportunities relating to strategic business change, new/revised business/operating models, business process improvement, technology strategy/architecture and technology solutions.

Profile

- **Flexible strategic change agent and thought leader:** Led IT strategies and operating models for TransportNSW, Transfield Services, ING, NAB, and MLC.
- **Successful and proven technology strategy and architecture leader:** Head of Architecture roles at NAB and MLC; consultant for HP, AT&T/NCR.
- **Recognised technology innovator and industry expert:** Pioneered AI/ML dashboards, omni-channel self-service chatbots, and service-oriented architectures.

Papers / Conferences

- Presented several times to Tableau User Group in Sydney.
- Presented to RLadies Sydney.

- Presented at conferences including Bank.Tech.06, Microsoft Architecture Council, and ACS NSW Branch Forum.
- Co-authored technical paper "UNIX Password Encryption considered insecure" (USENIX).
- Developed a method for distributed/parallel computation of options risk management (Sun Tech Journal).
- Honours thesis on a computer language for representing and processing music (University Medal 1989).

Superpowers

AI Agents have skills. Humans have superpowers :-) My top three superpowers are my abilities to influence, think differently and be passionate.

Everyone has superpowers, skills or attributes that they possess that sets them apart from other people.

My top 3 superpowers are:

- **The ability to connect and empathise with people, and to be influential** - one colleague has even referred to me as an "evangelist." In my role as a strategist, I have the ability to relate to people and their motivations and concerns, and influence a better outcome for them and the organisation. I have led teams, coached and mentored individuals, guided and delivered organisational strategies that have made a difference. I use my skills each week in my consulting career, and also when teaching undergraduates and masters students at Torrens University.
- **The ability to think differently, and solve problems creatively** - at the heart of innovation is the need to look at things and situations from a different angle, to provide fresh and unique perspectives and to

challenge herd thinking. My career has been full of forged paths, I established one of the earliest successful enterprise architecture practice in a large Australian organisation (MLC) and wrote my own job description, and created norms and roles which are now prevalent in the industry. I was an early pioneer in enabling citizen data scientists, and I deployed an LLM (GPT2) in 2018 to classify support calls into categories.

- **The ability to be passionate, and be able to dive deeply and learn quickly on many topics** - I am intensely curious about many topics (including the nature and concept of how we perceive reality). I love researching, learning and absorbing everything I can about topics that interest me, ranging from philosophy, Buddhism, music, photography, investment theory, developing websites and apps, and leveraging artificial intelligence to deliver outcomes. Often my passions can be useful to organisations and other people. For example, I have participated and led many Proof of Concepts to explore new technologies and help realise benefits. I am able to pick up new skills quickly and use them to provide outcomes.

Self evaluation against SFIA9:

Writing on Life, the Universe and Everything.

All of my long-form thoughts on life, the universe, and everything, collected in chronological order.

These articles are where I explore thoughts on various topics. The collection arranged chronologically so you can follow how these

perspectives have evolved over time.

Work History

My professional career and work experience over the years.

I have a background in software engineering, solution architecture, and technical leadership. Here is a summary of my professional journey.

Principal Consultant and Director

Hello Tham | *2016 — Present*

Provided strategic consulting services to TransportNSW and Broadspectrum.

Principal Consultant (Consulting)

Transport for NSW | *2016 — 2019*

Provided strategic consulting services:

- Developed a financial model and engaged Finance stakeholders for a business case for a multi-year investment program for a suite of Enterprise applications.
- Led and developed a Proof of Concept of a native iOS app written in Swift authenticating via Azure AD and accessing Outlook calendar and AD details via Microsoft Graph API.
- Led and developed a Proof of Concept demonstrating a Javascript web front end embedded in a ServiceNow portal accessing a backend OData SAP service.

- Facilitated and led a vendor-sponsored Proof of Concept to develop a Chatbot servicing leave requests.
- Developed a set of management KPI dashboards using Tableau and Custom SQL.
- Conducted text analysis machine learning (using fast.ai and AWS SageMaker) to predict correct resolver group for IT incidents.
- Mentored senior employees and participated in Women in IT Leadership group.

Strategy Consultant / Executive Manager (Consulting)

Broadspectrum | *2011 — 2016*

Strategy Consultant (2015-2016)

Facilitated and co-developed IT Strategy, including development of roadmap and input into Board paper. Led strategic themes:

- **"Flexible Edges"**: Plug-in sector/service specific solutions to complement core systems.
- **"Analytics"**: Increased use of data to drive performance using Tableau, AWS Redshift based "Big Data" analytics platform, and IoT sensor monitoring.

Executive Manager, Architecture and Design (2014-2015)

As interim leader, successfully achieved objectives:

- Reviewed roles, responsibilities and skill-sets of the Executive Manager position.
- Defined the role of the SAP strategy and technical relationship management.
- Assisted in the recruitment of the permanent Executive Manager.
- Identified and executed high priority strategic architecture initiatives for FY2015-18.

Strategy Consultant (2011-2014)

- Facilitated evaluation of field service management mobility solutions.
- Analysis of implementation options for a support/shared services operating model.
- Established a data analytics capability in operations and business development.
- Development of a strategic technology architecture and migration roadmap.

Consultant (Consulting)

Thorogood & Associates | *2011*

- Developed material for a social media workshop.
- Consulted on the business case for an online campus and Western Sydney campus for the University of New England.

Head of Strategy and Architecture

ING Australia | *2008*

- Successfully established IT Strategy and Architecture Function (team size: approximately 20).
- Key functions included technology strategy and innovation facilitation, enterprise architecture, solution architecture and solution design/estimation.
- Defined the technology strategy and architecture governance model for ING Australia.
- Delivered technology roadmaps for key ING business units including Life Risk, Group Risk, and Direct Insurances.

Head of Architecture / Strategy Consultant

NAB Group | *2005 — 2007*

Strategy Consultant (2007)

- Provided key input to development of Integrated Platform strategy for NAB Australian region to consolidate technology and vendor diversity.
- Developed strategy and architecture for the NAB Corporate Centre functions (Group Finance, Risk, Treasury, Audit, Secretariat).
- Part of a business strategy team that developed an Australian region business process model.

Head of Architecture, Retail Banking (2006)

- Reinvigorated an architecture team through personal coaching, targeted team building, and external hire (doubled team size).

- Implemented a new team operating model via a consultative approach.
- Delivered target architectures for document production, imaging/workflow, and electronic forms.

Head of Architecture, Distribution (2005)

- Created a new architecture function within a new business unit encompassing all distribution channels (retail, private, business, brokered, financial advisers).
- Team delivered a Sales, Servicing, and Channels business architecture.
- Seconded as team lead for the architecture stream of the 2005 Technology Strategy for the Australian region.

Head of Strategy and Architecture

MLC | *1998 — 2004*

- Established the architecture function at MLC, re-establishing strategic control over technology from a fully outsourced IT operation.
- Oversaw the introduction of various strategic applications: AdviserCentral, Compass, Masterkey, Siebel.
- Established architecture governance processes now used throughout NAB.
- Established the solution architecture role at MLC (later introduced as a standard role within NAB).
- Led the definition of MLC's IT Strategy in 1999 and the application architecture stream in 2001.

- Part of the team defining MLC's Enterprise Medium Term Vision and business case for the \$200m Amazon Programme.

Architecture Consultant

Hewlett Packard | *1995 — 1998*

Consulted to various organisations including Boral on:

- Technology infrastructure strategy.
- Server upgrade business case.
- Data centre consolidation business case.

Architecture Consultant

AT&T Global Information Solutions (NCR) | *1992 — 1995*

Consulted to various organisations, including St. George Bank, Franklins, Rockmans, and Telstra.

Treasury Analyst

State Bank Victoria | *1990 — 1992*

- Systems analysis and software development.
- Financial instruments pricing and risk analysis.

Systems Analyst

Optech International | *1988 — 1990*

- Systems analysis and software development.
- Financial instruments pricing and risk analysis.

Casual Staff

Bain & Company | 1986 — 1988

System administration and software development.

Tutor

University of Sydney | 1987

Casual tutor in Basser Department of Computer Science.

Education

My academic background and qualifications.

I am a lifelong learner. Here is a summary of my formal education and academic achievements.

Master of Applied Finance

Macquarie University | 1994

Awarded:

- Australian Institute of Bankers Prize for Management of Financial Institutions
- Australian Institute of Bankers "The Institute Prize" (for graduating top of class)

Graduate Diploma

Securities Institute of Australia | 1992

Specialized postgraduate qualification in securities and finance.

Bachelor of Science (1st Class Honours and University Medal)

University of Sydney | 1983 — 1988

Awarded:

- E. Trenchard Miller Memorial Scholarship
- University Postgraduate Research Award upon graduation

Websites I have made.

I've worked on tons of little projects over the years but these are the ones that I'm most proud of.

Many of these projects are open-source, so if you see something that piques your interest, check out the code and contribute if you have ideas for how it can be improved.

Things I have created.

I love creating all sorts of things. Here is a selection of music and videos that I have made.

This page gathers a selection of orchestral and electronic music I have composed, arranged, produced, and shared, including studio work, live-inspired experiments, and personal creative milestones.

Things I use and love.

Here's a big list of all of my favorite stuff, that I use everyday, or at least whenever I can. I love using good quality tools and equipment.

Over the years, I've refined this setup to focus on tools that are reliable, thoughtfully designed, and a joy to use. Whether it's software, computing gear, music production equipment, audio-visual components, or photography kit, each item here has earned its place through frequent use and long-term value.