

Chris Tham

Strategy Consultant | Technology Strategy, Architecture and Business Change

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PROFILE

Founder of Hello Tham, a boutique strategy consulting company. Available for short to medium term consulting engagements spanning strategic business change, business and operating model design, business process improvement, and technology strategy, architecture and solutions.

KEY ACHIEVEMENTS

Flexible strategic change agent and thought leader · Successful and proven technology strategy and architecture leader · Recognised technology innovator and industry expert

PROFESSIONAL EXPERIENCE

Enterprise Architect (Consulting) 2025 – Present
Cochlear

- Defined the enterprise architecture service model and the LeanIX-based EA metrics framework.
- Shaped the AI architecture strategy and AI Reference Architecture, including agentic AI guardrails.

Learning Facilitator (Lecturer) 2024 – Present
Torrens University Australia

- Lecturer in Information Systems in the School of Business, teaching five undergraduate and masters subjects.
- Awarded the Learning and Teaching Merit Award twice, with perfect student satisfaction scores.

Principal Consultant and Junior Janitor 2016 – Present
Hello Tham

- Consulting in IT strategy, architecture and analytics for Cochlear, Transport for NSW and Broadspectrum.
- Author of **AI-dō: The Way of AI**; developer of **FinvestLens** and **HelloNotes**, free software.

Principal Consultant (Consulting), Transport for NSW 2016 – 2019
An enterprise applications business case, proofs of concept, and machine learning for incident routing.

Strategy Consultant / Executive Manager (Consulting), Broadspectrum 2011 – 2016
IT strategy, interim architecture leadership, a data analytics capability, and APQC's process framework.

Head of Architecture / Strategy Consultant, NAB Group 2005 – 2007
Head of Architecture for Distribution, then for Retail Banking, then Strategy Consultant for the Australian region.

Head of Strategy and Architecture, MLC 1998 – 2004
Established the architecture function and its governance over a fully outsourced IT operation.

Earlier career

Consultant Thorogood & Associates 2011
Head of Strategy and Architecture ING Australia 2008
Architecture Consultant Hewlett Packard 1995 – 1998
Architecture Consultant AT&T Global Information Solutions (NCR) 1992 – 1995
Treasury Analyst State Bank Victoria 1990 – 1991
Systems Analyst Optech International 1988 – 1989
Tutor and Programmer University of Sydney 1984 – 1988
Casual Staff Bain & Company 1986 – 1987
Software Engineer Rational Research 1985

EDUCATION

Master of Applied Finance Macquarie University 1992 – 1994
Awarded the Australian Institute of Bankers Prize, and The Institute Prize for graduating top of the class.

Graduate Diploma Securities Institute of Australia 1990 – 1992
Graduate Diploma in Applied Finance and Investment.

Bachelor of Science (1st Class Honours and University Medal) University of Sydney 1984 – 1988
University Medal, the E. Trenchard Miller Memorial Scholarship, and a University Postgraduate Research Award.

New South Wales Higher School Certificate Randwick High School 1983
Aggregate 488 out of 500, ranked in the top 1% of the state.

CORE COMPETENCIES

Autonomy	●●●●●○	Influence	●●●●●○
Complexity	●●●●●○	Learning and development	●●●●●○
Creativity	●●●●●○	Problem-solving	●●●●●○
Improvement mindset	●●●●●○		