**Peter Bardenhagen** Confidential CV

**peter@bardenhagen.xyz** **+61 (0) 452 491 013** **AI Resume:** [**https://peter.bardenhagen.xyz**](https://peter.bardenhagen.xyz)

Executive summary

I am a results-driven digital enterprise leader with extensive experience collaborating with top-tier global consulting firms and renowned Australian businesses. By leveraging cutting-edge digital technologies, I tackle complex business challenges, enhance customer experiences, and drive sustainable growth. My passion lies in leading high-performing teams, building innovative products, solving intricate problems, and delivering measurable outcomes that exceed expectations.

Outside of work, I enjoy playing basketball, ice hockey, and staying active. A lifelong learner, I am deeply engaged with emerging technologies and business strategy, complemented by my ENTJ personality type, which drives my leadership and strategic vision.

KEY CAPABILITIES

* Technical Leadership: Led teams of 25+ technologists across multiple delivery streams
* Solution Architecture: Enterprise-scale platforms, cloud platforms, integration and AI
* Presales & Consulting: Technical discovery, solution design, client engagement, proposals
* Delivery: Product ownership, agile methodologies, DevOps practices, P&L, ways of working, program governance
* Stakeholder Management: C-level engagement, technical advisory, team mentoring, incident management

SKILLS MATRIX

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| --- | --- | --- | --- |
| **Technical Skills** | **Years** | **Technical Credentials** | **Business Credentials** |
| .Net, ASP.Net, C# | 10+ | AWS Solution Architect Associate | MBA Candidate, UQ (2025) |
| Angular | 3 | Azure AI Fundamentals (**AI-900**), Azure AI Engineer (**AI-102**), Azure Administrator (**AZ-104**), Azure Developing Solutions (**AZ-204**) & Azure Designing Solutions (**AZ-305**)  | Microsoft Project - Intermediate level training |
| Python | 1 | Capgemini Lead Architect | Prince 2 Practitioner |
| Typescript  | 3 | Databricks Fundamentals  | PSM-I & PSPO-I |
| Node.js / React / Next.js / Vue.js | 3 | ITIL Foundation | SAFe Agilist 5.0 |
| SQL Server / Entity Framework | 3 | Optimizely One | Mental Health First Aid Officer |
| TOGAF 10 & ArchiMate 3.1 | St John’s First Aid |
| **AWS – 10 years** | **Azure – 10 years** | **GCP – 1 year** |
| CloudFormation, CloudFront, EC2, EKS, RDS, S3, SQS, VPCs or RDS | ACR, AKR, AI Search, AI Services, API, App Insights, Bicep, Blob Storage, Copilot Studio (no-code), Cost Management, Cosmos Db, Defender, DevOps, Entra ID, Entra B2C, Event Grid, Insights, Functions, Graph, Key Vault, Log Analytics, Logic Apps, M365, Monitor, Power Apps, Power Automate, PowerBI, Service Bus, Storage, SQL, VMs, VPC | Collab, Cloud Networking, Compute, Firebase, Gemini, Google AI, Identity Platform, Looker |

professional experience

**Independent Contractor** - Brisbane

*June 2024 – Present*

**Overview**: Engaged in short-term contracts while pursuing opportunities for longer-term roles.

**Responsibilities**:

* Conducted business development and presales activities for each project.
* Gathered requirements, designed scalable solutions, and prepared proposals and estimates.
* Managed projects from initiation through delivery and post-deployment support.
* Oversaw stakeholder management, high-level design, proof of concept development, showcases, development, deployment, UAT, and final handover.

**Key Projects:**

1. **Carter Capner Law**:
	* **AI Phone Calls**: Developed AI-driven inbound and outbound phone calls for customer onboarding with call transcript logging and automated analysis.
	* **Teams Chatbot**: Created an Azure AI powered Teams chatbot trained on extensive documentation and videos for staff onboarding.
	* **Custom App**: Built a timesheet consolidation application integrating multiple business systems to streamline professional services invoicing, saving significant administrative time (*.Net 8.0, C#, Web API*).
	* **AI Automation**: Designed and implemented automated email processing using Power Automate to generate responses for customer inquiries with built-in approval workflows.
	* **Proof of Concepts**: Completed a PoC of an Azure AI Search agents on Copilot Studio and Power Apps.
2. **Totalmobile UK**:
	* Conducted a **WCAG accessibility compliance audit** for a global rostering SaaS vendor entering the Australian market, ensuring alignment with Australian government accessibility requirements.

**MBA Capstone Program at CSIRO's Data61**:

* Collaborated on commercialising a patented quantum computing algorithm to safeguard AI from adversarial attacks.
* Conducted 50+ interviews, designed outreach campaigns, and explored models to identify buyers and partners.
* Discovered two commercial opportunities and recommended a strategic pivot for market alignment.

**Senior Manager – Digital Delivery (Digital Customer Experience Team)
Capgemini** – Brisbane

*January 2022 – June 2024*

**Company Overview**: Capgemini is a global IT consultancy operating in 51 countries with over 360,000 staff.

**Responsibilities**:

* **Technical Leadership at Western Power**:
	+ Technical Leader on a $5M+ enterprise-wide digital transformation project in the energy sector.
	+ Established an Optimizely Chapter and Centre of Excellence enabling several new projects (*.Net, Azure, Optimizely*).
	+ Conducted technical workshops and ensured platform scalability and redundancy.
	+ Demonstrated operational efficiency improvements leading to new project opportunities.
	+ Authored technical documentation and designs validating solutions through pilots and proof of concepts.
	+ Defined Enterprise platform KPIs and built real-time monitoring dashboards for APM.
	+ Authored content covering all operations of the new platform including CI/CD, codebase management, disaster recovery, identity management and upgrades. Handed over to new BAU team.
* **Presales Architect**:
	+ Consulted on platforms including Optimizely, Sitecore, Azure, and AWS aligning solutions to industry and vendor best practices.
	+ Engaged with clients such as Pharmacy Guild of Australia, Parliament of South Australia, LendLease, APA Group, and Brisbane City Council on their digital transformations.
	+ Provided strategy and advisory services to existing customers.
* **Delivery Lead for Optimizely Solutions**:
	+ **Symbion Shop**: Developed an Optimizely Commerce B2C platform rolled out to 4,000 pharmacies. Managed RFP, BRD, HLD, DevOps, interface design, data mapping, integrations, and test strategy.
	+ **Perpetual Website**: Delivered global and regional websites. Chaired architectural workshops and managed relationships with business and technical stakeholders.

**Solution Architect / Delivery Lead**

**Sonic Healthcare** - Brisbane

*December 2018 – January 2022*

**Company Overview**: Global healthcare company specialising in pathology, laboratory medicine, radiology, and other diagnostic services, delivering high-quality medical testing and healthcare solutions to patients, doctors, and hospitals.

**Responsibilities:**

* As part of a digital innovation team, I collaborated with stakeholders to define and deliver new projects.
* Contributed to the development and design for new initiatives in the global digital products team.
* Implemented project management practices, including tracking cost, time, and quality for each new project, as well as estimates, reporting, profit and loss (P&L), and risk and issue management.
* Enhanced existing solutions with unit testing and telemetry (*xUnit.net, Splunk*) and provided guidance to the wider team on implementing new patterns and practices.

**Key Projects:**

* EasyVisit GP appointments platform, supporting 200+ medical centres and 500,000+ bookings in its first year, along with complementary tools like a Check-in Kiosk and Hours Manager (*.Net Core, Angular, Web API, SignalR*).
* Corporate and GP Clinic websites (*Umbraco DXP, .NET Core, HTML5, Bootstrap, and TypeScript*).

**Technical Project Manager – R&D, Messaging, and Data Migration**

**SS&C Technologies** – Melbourne

*July 2015 – September 2016*

**Company Overview**: A leading global provider of financial services software and outsourcing solutions.

**Responsibilities**:

* **Managed a team of 25 professionals**, including Scrum Masters, Product Owners, Architects, Technical Leads, Developers, BAs, and QAs.
* Mentored staff, conducted performance reviews, and managed hiring and capacity planning.
* Established Agile practices and DevOps culture, including CI/CD and regular showcase demos.
* Produced status reports, risk registers, impact assessments, change requests, and statements of work.
* Delivered projects with budgets ranging from $500k to $5 million, ensuring success within scope, time, and budget.

**Projects**:

* **R&D White Label Wealth Management Platform and iWatch App**: Managed a $500,000 budget.
* **Messaging Bus for Old Mutual Wealth**: Led a team with a $5 million annual budget.
* **Data Migration for Old Mutual Wealth**: Managed a $2 million budget.
* **Data Modelling Code Generator**: Led with a $500,000 budget.
* **Mobile Apps for StatePlus**: Managed a $1 million budget.

**Product Owner**

**Quantum IT** - Melbourne

*July 2014 – July 2015*

**Company Overview**: A leading Microsoft Gold Partner and SaaS placement software company.

**Responsibilities**:

* Served as **Product Owner of InPlace Software**, a SaaS platform used by over 300 universities globally.
* Conducted business consulting activities including Presales, UX design (wireframes and prototypes), business analysis, project management, SoWs, and demos.
* Assessed feature requests against product strategy and designed solutions.
* Led product design for accessibility, branding, and user interface consistency.
* Implemented and trained users at TAFEs and universities.
* Prioritised the product backlog and modernised the platform for current trends and compliance.

**Manager, Development & Testing**

**Education Services Australia** - Melbourne

*October 2012 – June 2014*

**Company Overview**: A not-for-profit government organisation and digital agency owned by state and federal Education Departments.

**Responsibilities**:

* Managed a cross-functional team of up to **15 developers and testers**. Completed one on ones, performance reviews and regular feedback against KPIs.
* Handled administrative tasks, including hiring, performance management, and contract approvals.
* Participated in strategy and resource management meetings.
* Established an offshore partnership to expand development capabilities and reduce cost saving over $2 million.
* Delivered key educational projects and platforms in a Prince 2 lite methodology including:
	+ **Scootle Games on Demand**: Tablet device games platform with 67 highly interactive educational games, with download on demand, learning paths, and leaderboard.
	+ **Maths 300**: Cross-platform mathematics games with over 300 games.
	+ **Safe Schools Hub**: Website to prevent bullying with ministerial launch.
	+ **MyFuture**: National website for school leavers built on Sitecore

**Software Engineering Team Leader**

**Sonic Healthcare** - Melbourne

*March 2011 – August 2012*

**Responsibilities**:

* Managed a geographically distributed team of **10 eHealth engineers** across Australia and the USA, overseeing project delivery, change management, deployments, and BAU transitions.
* Ensured compliance with security frameworks, passing external audits and pen testing.
* Defined hosting requirements, including server specs, database configurations, disaster recovery plans, and IIS.
* Migrated to **JIRA** for task management and **Confluence** for knowledge sharing, ensuring smooth adoption.
* Handled project change requests via the helpdesk, delivering within SLAs agreed with business units.

**Key Projects:**

* **Active Directory Management Tool:** Built an enterprise tool to assign ADFS members to new digital products in testing and production environments saving countless hours in provisioning.
* **iPad and iPhone Applications**: Provided secure access to blood test results for doctors.
* **Secure Web Portals**: Integrated with enterprise legacy systems for radiology practice enabling customers access to diagnostic reports and x-ray imaging.
* **Web Services**: For secure integration with on-premises systems.

**Managing Director**

**Digital Response** – Brisbane

*July 2008 – March 2011; Sept 2016 – Dec 2018*

**Brand Integrity/Marketing Platform:**

* Designed and developed a SaaS platform for automotive dealerships, taking it from concept to delivery.
* Collaborated with major clients, including Mercedes-Benz and Chrysler Jeep Dodge, to meet their needs.
* Enabled dealerships to create localised and personalised SMS, email, print, and direct mail campaigns within brand guidelines, using approved collateral.
* Oversaw account and product development, continuously evolving the platform based on client feedback.
* Achieved a 97% user satisfaction score, delivered over 1,000 personalised marketing campaigns, and generated more than 1 million brand impressions annually.

**Delivery of Digital Projects:**

* Managed accounts for high-profile clients including Britax, BlueChipIT, Bob Jane T-Marts, Isuzu, Live Combat Sports, SecureCorp, and Traffic Technologies.
* Delivered a websites, e-commerce solutions, and mobile applications.
* Managed an IT account modernising their environment from on-premise to cloud.
* Developed a comprehensive digital platform for BlueChipIT, integrating it with Microsoft Dynamics, and successfully marketed the solution to other clients.

**Technical Lead**

**SolutionsCorp** - Melbourne

*January 2005 – July 2008*

**Company Overview**: A multidisciplinary firm specialising in managed services, software engineering and digital marketing

**Responsibilities:**

* Managed a software development practice with two developers, implementing software development methodologies (SDLC), CI/CD, test environments, and production servers.
* Engage with customers for requirements gathering, presales and business development.

**Key Projects:**

* Designed and delivered a fleet management platform for Repco, taking it from initial concept to completion.
* Developed MyDesk, a bespoke CRM tailored to client requirements, primarily manufacturing businesses.
* Collaborated with SportzStats to build a community website and a handheld game shaped like a football or soccer ball, enabling children to record goals and points.

**Senior Web Developer**

**iProperty.com.au / Professionals Real Estate** - Melbourne

*January 2002 – July 2005*

**Company Overview**: A startup owned by Professionals Real Estate to provide digital services throughout the network.

**Responsibilities:**

* Developed a new frontend for iProperty.com.au, one of the most visited real estate websites at the time.
* Built AgentsWeb, a backend system for property uploads.
* Designed and implemented data feeds to integrate with major real estate websites.
* Maintained a Pocket PC app to support real estate agents in the field.

**Web Developer**

**Roadhouse Digital** – Melbourne

*February 2001 – December 2002*

**Company Overview**: A leading Melbourne-based web development agency known for delivering award-winning digital projects.

**Responsibilities:**

* Presented the agency’s portfolio to potential clients, tailoring solutions to their business needs.
* Developed an in-house CMS and bespoke frontends for high-profile clients, including Ansell, Crown Casino, CUB, and World Vision.
* Integrated payment gateways and provided training on CMS implementations to clients.

**Web Developer**

**Challenger International** – Hobart

*September 2000 – November 2000*

**Company Overview:** An Australian investment management firm specialising in retirement income solutions.

**Responsibilities:**

* Designed and developed an IT operations intranet to enhance internal workflows.
* Built the Target $1 Million New Zealand website, integrating a payment gateway to handle high transaction volumes efficiently.

**Web Developer**

**DigitalRez Software** – Hobart

*November 1998 – August 2000*

**Company Overview:** Reservation management software and solutions for the hospitality and tourism industries.

**Responsibilities:**

* Developed a B2C accommodation booking website featuring real-time availability.
* Created websites, online stores, and help desk systems tailored to clients’ needs.
* Designed custom reports and financial tools for clients, ensuring compliance with the newly introduced GST systems.