

# Peter Bardenhagen

**Solution Architect | Enterprise & AI Architecture | Cloud, Product and Digital Transformation**

Spring Hill, QLD · +61 452 491 013 · [peter@bardenhagen.xyz](mailto:peter@bardenhagen.xyz) · [peter.bardenhagen.xyz](http://peter.bardenhagen.xyz) · [linkedin.com/in/peterbardenhagen](https://linkedin.com/in/peterbardenhagen)

## EXECUTIVE PROFILE

Solution Architect and technology leader with 20+ years of experience delivering AI-enabled, cloud-native and customer-facing platforms across energy, healthcare, financial services, education and government. Bridges enterprise architecture, hands-on engineering, product delivery and commercial judgement - translating complex business problems into secure, scalable and practical technology outcomes. Proven record leading \$5M+ programmes, teams of 25+ technologists, multi-year roadmaps, and delivery from strategy and governance through to build, UAT, go-live and BAU transition.

## SELECTED IMPACT

|                                                                                                                                                                               |                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>\$5M+ transformation leadership</b><br>Technical Leader for Western Power digital transformation; established Optimizely One CoE, BAU governance, KPIs and APM monitoring. | <b>25-person financial services delivery</b><br>Led \$500K-\$5M initiatives including a \$5M messaging bus, \$2M data migration for Old Mutual Wealth UK.                 |
| <b>4,000 pharmacy commerce platform</b><br>Designed and delivered Symbion Shop from RFP through integrations, DevOps, UAT and go-live readiness.                              | <b>97% SaaS user satisfaction</b><br>Built automotive brand-integrity platform producing 1M+ annual brand impressions for Mercedes-Benz and Chrysler Jeep Dodge networks. |
| <b>50+ AI commercial interviews</b><br>MBA capstone with CSIRO/Data61 on commercialising quantum-computing IP for AI adversarial-attack protection.                           |                                                                                                                                                                           |

## CAPABILITY SNAPSHOT

**AI & Agentic Architecture:** Azure OpenAI, Azure AI Search, AI Services, enterprise RAG, Teams chatbots, AI call automation, workflow orchestration, LangChain, MCP/A2A concepts and AI governance.

**Enterprise Architecture & Governance:** current/future state assessment, capability mapping, target-state architecture, Architecture Forums/Review Boards, HLDs, AIAs, roadmaps, dependencies and risk controls.

**Cloud & Platform Engineering:** Azure, AWS and GCP; microservices, API-first integration, event-driven design, DevOps/CI/CD, IaC, identity, observability/APM and resilience.

**Digital Product & CX Delivery:** modern web and commerce platforms, UX wireframes/prototypes, product roadmaps, backlog leadership, UAT governance and customer-facing transformation.

**Commercial & Consulting Leadership:** technical discovery, presales architecture, proposal/SOW development, solution scoping, investment planning, vendor selection and C-level stakeholder engagement.

**People & Delivery Leadership:** architecture and engineering team leadership; Agile, SAFe, PRINCE2, P&L, estimation, incident management, dependency management and quality/risk tracking.

## TECHNOLOGY & CREDENTIALS

**Languages / Frameworks:** .NET/C# (10+ years), TypeScript, React/Next.js, Angular, Python, Node.js, SQL Server, Entity Framework, xUnit.net.

**Azure (10 years):** AKS, ACR, Azure AI Services, AI Search, App Insights, Bicep, Blob Storage, Cosmos DB, Defender, DevOps, Entra ID/B2C, Event Grid, Functions, Graph, Key Vault, Logic Apps, Log Analytics, M365, Monitor, Power Apps, Power Automate, Power BI, Purview, Service Bus, SQL, VMs.

**AWS (10 years):** EC2, EKS, RDS, S3, CloudFront, VPC, SQS, CloudFormation.

**GCP (1 year):** Compute, Firebase, Gemini AI, Google AI, Identity Platform, Looker.

**Credentials:** AWS Solutions Architect Associate; Azure AI-900, AI-102, AZ-104, AZ-204, AZ-305; ArchiMate 3.1; TOGAF 10 training; PRINCE2 Practitioner; PSM-I; PSPO-I; SAFe Agilist 5.0; ITIL Foundation; Cappgemini Lead Architect; Databricks Fundamentals; Optimizely One; MBA - University of Queensland.

## PROFESSIONAL EXPERIENCE

**Independent Contractor** · Brisbane · April 2026 - May 2026

- Techlight: designed and developed the new [techlight.com.au](http://techlight.com.au) website, including brand identity, logo, guidelines and vehicle-wrap concepts for a wholesale project-lighting business.
- Defined an AI-integrated CRM uplift connecting MYOB and banking workflows, targeting 10+ hours per month saved in accounts payable/receivable and 10+ hours per week saved in quotation data entry.

**Product Lead (Contract)** · DappleOS · Brisbane · February 2026 - March 2026

*Enterprise healthcare SaaS platform for Australian private aesthetic clinics.*

- Led product delivery for the Medicare Private Claiming module, creating the epic/feature/task hierarchy, traceability matrix and compliance documentation aligned to Medicare and private health insurer requirements.
- Designed interactive wireframes for UX validation and advised on AI clinical transcription from opportunity assessment through vendor evaluation and implementation planning.
- Coordinated Product, Engineering, Customer Success and Growth to align priorities, manage release risk and drive UAT-gated delivery.

**Senior Solution Architect** · Recusant · Brisbane · March 2025 - January 2026

*Strategic technology consultancy; primary engagement as Retail Solution Architect at CS Energy.*

- Led current- and future-state architecture assessment for CS Energy and authored a multi-year architecture roadmap with functional roadmap and Initiative Canvases scored against priority criteria.
- Delivered Architecture Impact Assessments and High-Level Designs to the Architecture Forum, documenting regulatory obligations, technology impacts, dependencies and operational risks.
- Supported presales and go-to-market activity, including solution scoping, proposals and direct engagement with enterprise clients across advisory and delivery contexts.

**Independent Contractor** · Brisbane · June 2024 - March 2025

- Carter Capner Law: built AI-driven inbound/outbound call automation for client onboarding, an Azure AI Teams chatbot trained on firm documentation, Power Automate email approval workflows and a .NET 8 timesheet consolidation app integrating multiple systems.
- Totalmobile UK: completed WCAG accessibility compliance audit for a global rostering SaaS vendor entering the Australian market.
- CSIRO/Data61 MBA capstone: helped assess commercial pathways for patented quantum-computing IP designed to protect AI from adversarial attacks; conducted 50+ interviews, outreach campaigns and market analysis, identifying two commercial opportunities and a strategic pivot.
- Led engagements end-to-end across cloud and AI platforms, from technical discovery, scoping, proposals and estimates through proof-of-concept, delivery, UAT, handover and post-go-live support.

## **Senior Manager - Digital Delivery** · Capgemini · Brisbane · January 2022 - June 2024

*Global IT consultancy; Digital Customer Experience team.*

- Technical Leader on a \$5M+ Western Power digital transformation; established an Optimizely One Centre of Excellence and authored CI/CD, disaster recovery, identity, upgrade and governance documentation for BAU transition.
- Defined enterprise platform KPIs and real-time APM monitoring dashboards; ran workshops, validated solution designs through pilots/POCs, and improved operational confidence for future platform investment.
- Presales Architect for APA Group, Lendlease, Brisbane City Council, Pharmacy Guild of Australia and Parliament of South Australia, shaping solutions across Optimizely, Sitecore, Azure and AWS.
- Designed and delivered Symbion Shop, an Optimizely Commerce platform serving 4,000 pharmacies; managed RFP response, BRD/HLD, integrations, DevOps, data mapping, UAT and go-live readiness.

## **Solution Architect / Delivery Lead** · Sonic Healthcare · Brisbane · December 2018 - January 2022

*Global healthcare diagnostics company; digital innovation team delivering patient-facing and clinical products.*

- Delivered EasyVisit GP appointments platform across 200+ medical centres, generating 500,000+ bookings in year one, alongside Check-in Kiosk and Hours Manager products using .NET Core, Angular and SignalR.
- Applied full delivery management practices including P&L, estimates, stakeholder engagement, risk, quality and dependency tracking; strengthened engineering practices with unit testing and telemetry including xUnit.net and Splunk.
- Delivered corporate and GP clinic websites on Umbraco DXP and provided architecture/design leadership across the global digital products team.

## **Technical Project Manager - R&D, Messaging & Data Migration** · SS&C Technologies · Melbourne · July 2015 - September 2016

- Managed a 25-person team across architecture, Scrum Masters, product owners, developers, BAs and QA; delivered \$500K-\$5M initiatives including White Label Wealth Management, Old Mutual Wealth messaging bus, a \$2M data migration programme, StatePlus mobile apps and a data-modelling code generator.
- Established Agile practices and DevOps culture with CI/CD, regular showcases, risk registers, change requests, SOWs, hiring, resourcing and capacity planning.

## **Product Owner** · Quantum IT · Melbourne · July 2014 - July 2015

- Product Owner for InPlace Software, a SaaS placement platform used by 300+ universities; led backlog prioritisation, product strategy, UX wireframes/prototypes, accessibility/branding consistency, presales support, SOWs, demos and university/TAFE implementations.

## **Manager, Development & Testing** · Education Services Australia · Melbourne · October 2012 - June 2014

- Managed up to 15 developers and test analysts; established an offshore partnership saving \$2M+ and delivered Scootle Games on Demand, Maths 300, Safe Schools Hub and MyFuture on Sitecore.

## **Software Engineering Team Leader** · Sonic Healthcare · Melbourne · March 2011 - August 2012

- Led a distributed team of 10 eHealth engineers across Australia and the United States delivering secure iPad/iPhone pathology results, radiology portals, web services and enterprise ADFS provisioning tools; passed external security audits and penetration testing.

## **Managing Director** · Digital Response · Melbourne / Brisbane · July 2008 - March 2011; September 2016 - December 2018

- Built a SaaS brand integrity and marketing platform for automotive dealerships including Mercedes-Benz and Chrysler Jeep Dodge, achieving 97% user satisfaction, 1,000+ personalised campaigns and 1M+ annual brand impressions.
- Managed digital accounts for Britax, Bob Jane T-Marts, Isuzu, BlueChipIT, Live Combat Sports, SecureCorp and Traffic Technologies; delivered websites, e-commerce, mobile apps and Microsoft Dynamics-integrated digital platforms.

## **EARLIER ROLES**

**Technical Lead - SolutionsCorp, Melbourne - January 2005 - July 2008** - Led a small software practice; delivered Repco fleet management, MyDesk CRM, CI/CD, test environments and production server practices.

**Senior Web Developer - iProperty.com.au / Professionals Real Estate, Melbourne - January 2002 - July 2005** - Built high-traffic real-estate frontends, property upload backends, portal feeds and field applications for agents.

**Web Developer - Roadhouse Digital, Melbourne - February 2001 - December 2002** - Delivered agency CMS/frontend work for Ansell, Crown Casino, CUB and World Vision, including payment gateway integrations.

**Web Developer - DigitalRez Software / Challenger International, Hobart - November 1998 - November 2000** - Built accommodation booking, online store, intranet, help desk, reporting and GST-ready financial tools.

## **EDUCATION**

**Master of Business Administration (MBA)** - University of Queensland - 2025

*References available on request.*