

Andrew Badge

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Senior IT professional of the Event, Health, Biotech and MSP industries with a passion for technology, IT Security, Cloud transformation and automation. I am hands-on with deep technical knowledge and love leading a team to success. I can provide expertise in all levels of IT with the ability to translate business challenges into technical solutions in easily explainable language.

Skills

- Experience managing large scale Managed Services for over 15000 endpoints
- ITIL Certification and implementation experience
- Experience managing IT Development, Engineering and Service teams including hands-on implementations
- Experienced Application and Web developer
- Experienced Product Portfolio and Product manager
- Architecture for Azure Cloud, On-premise or hybrid scenarios
- Experienced with security delivery for Web applications, Cloud services on desktop deployments including Pen-Tests and IRAP assessments

Recent Experience

NB: see LinkedIn for a more comprehensive view of all roles

MARCH 2021 – NOVEMBER 2024

ICT Manager / Melbourne Royal ®, Ascot Vale VIC

Leading the IT team with responsibilities for Software Development, IT Infrastructure, Cloud and Venue management. A Member of the Senior Leadership team driving value, reliability and utility of services for the organisation and events.

Management highlights:

- Implement a secure Documentation and Secret store including repeatable process and task templating
- Implemented and templates Incident Response Templates and Processes
- Implemented Regular tasks and maintenance processes including Standard Operating Procedures

IT Infrastructure highlights:

- Redesigned desktop management to be Cloud focused to support working from home using Microsoft 365 services (Intune).

- Led Audits (ASD8, Compliance, Risk and Audit); implementing strong controls including a complete firewall and networking restructure.
- Rationalized IT services moving to SAAS products providing agility while saving money.
- Implementation of ThreatLocker for Application Whitelisting and Elevation Control
- Implementation of Microsoft 365 E5 services including Defender for 365, EDR, Intune Desktop Management, SharePoint Governance (Retention Policies, Version Trimming and Sensitivity Labels)
- Zero IT Security Incidents (Phishing, Ransomware, Virus, Data Breaches, Network Breaches) while delivering to an ever-changing team of staff, contractors, committees, volunteers and the general public.

Software Development highlights:

- Proposed and architected a new design for the Dynamics 365 CRM based solution covering Competition Management, Membership and Exhibitors.
- Led proposals, audits and analysis for the Executive Team, the Board and the audit and Risk committee over 14 months.

Cloud:

- Implemented engineer processes for consistent delivery of change and services using Microsoft Azure including conventions and standards.
- Implemented strong identity and privilege management using Azure AD and Privileged Identity Management.

Venue:

- Implemented design and services for 3 x Melbourne Royal Show including ticketing, website management, catering and rides. Services include approximately 200 Wireless access points, 200 IP Cameras, 80 POS terminals for ticketing and 180 POS terminals for catering across the 19 hectares of the Melbourne Showgrounds.

APRIL 2019 – MARCH 2021

Service Delivery Manager / Exigence IT, Melbourne CBD VIC

Leading Service Design, Service and Technical Quality in a Managed Services team focused on Biotech and Health clientele.

Responsible for security focused; ITIL based service delivery and designs, management of PSA and RMM tooling as well as the surrounding ecosystems from ConnectWise, BrightGauge and IT Glue.

Highlights:

- Team management including the introduction of Agile principles
- Service scoping and Design and documentation including the templating of agreements.
- Introduction of standardisation of technical policies and assets through significant technical implementation guides (STIGs).
- Refactoring of onboarding processes to improve quality of service
- Implemented AlienVault OSSIM with NXLog for Security Event Management as a POC

- Implemented SimpleSAT for Customer Satisfaction surveys for clients and internal project reviews.
- Review and Implementation of Next-Gen AV Services using Blackberry Cylance Protect and Optics

MAY 2017 – APRIL 2019

Chief Architect- Pharmacy / Fred IT Group, Abbotsford VIC

Providing Technical Architecture, guidance and leadership for internal product development teams as well as key customer projects.

Responsible for several key software development projects delivering technical capabilities for Dynamics AX (ERP) and Identity through Azure AD.

Highlights:

- Participation and remediation for Solution Pen-Tests through the vendor Threat Intelligence
- Design and implementation of a multi-tenant Web Authentication and Authorisation solution leveraging Azure AD and Microsoft Azure AD Security Centre and utilizing Conditional Access Policies and MFA.
- Design of onboarding, change and management processes for Pharmacy Identity functions.
- Delivery of Solution Architecture Design documentation for key clients

JULY 2016 – MAY 2017

Product Manager – Technology and Services / Fred IT Group, Abbotsford VIC

Providing key Technology Expertise to develop product strategies, roadmaps and new innovations. Focusing on quick turnarounds, meaningful documentation, customer engagement and fast processing of new learnings. Being on top of the latest industry and technology trends.

Highlights:

- Design of Managed Service agreements and processes; responsible for service SLA and Budgets
- Documentation and submission of the patent application for the Script (Prescription) Drawer innovation project.
- Design of Third-Party integration platform the over 70 vendors utilizing REST APIs, Azure API Management.

APRIL 2013 – DECEMBER 2016

Chief Information Security Officer (NPDR) / Fred IT Group, Abbotsford VIC

Overseeing the IT Security for a major project that requires a Baseline security clearance. Involvement in the design and project scoping with NEHTA and DoD representatives.

Operationally as the CISO, Technical Architecture and Lead Engineer to deliver ISM compliance.

Highlights:

- Successful solution design meeting the Department of Defense and ISM requirements along with NEHTA stakeholders.
- Successful IRAP assessment of the implemented solution.
- Presented company-wide security awareness training
- Successful operation of the solution and hand-over without a security incident.

2010 –2014

General Manager IT Infrastructure and Services / Fred IT Group, Abbotsford VIC

Responsible for Fred’s internal IT Management and strategy, Managed Services for Retail Pharmacy clients delivering Fred’s private cloud based on Hyper-V and VMWare, LAN / WAN and telecommunications infrastructure; as well as initiating Fred’s transition to Office 365, Skype for Business and Azure based services.

Highlights:

- Design and Implementation of Fred’s Private Cloud in Hyper-V and VMWare.
- Design and Implementation of Enterprise Hybrid On-premise to Cloud Identity.
- Implementation and adoption of Multi-factor authentication organization wide.
- Implementation and design of Fred NET (Virtual ISP) including Radius authentication, Routing, Packet-Shaping and Firewall design.

Career Highlights

- Delivered 3 x successful Melbourne Royal Show events including 2022 (just post COVID)
- Decision maker and Implementation of ConnectWise and LabTech to deliver managed services at scale (15000 endpoints, 1000 servers, 5000 anti-virus agents).
- Development and Implementation of a backup Managed service for 1000 customers (180TB of Backup data)
- Development and Implementation and Fred Wireless (Retail WIFI) managed service using Xirrus devices for 700 sites
- Development and Implementation of a Multi-tenant Azure AD Identity (Authentication and Authorisation) service for web-based applications and API services
- Successful DoD IRAP assessment for the eRx eHealth gateway
- Design and Implementation of a virtual ISP (Fred Net); Australia’s largest Pharmacy ISP

Technical Experience and Skills

*Not limited to

FreshDesk	Action1	ThreatLocker
Microsoft 365 PurView and Governance Tooling	WordPress / WPEngine	TrueNAS
ConnectWise Manage	ConnectWise Automate (LabTech)	Microsoft Windows Desktop and Server

SolarWinds (GFI) MaxBackup	ShadowProtect	Veeam
Xirrus	FortiNet / Fortigate	Linux including Raspberry PI
HP Procurve / CISCO	HP Proliant	Ubiquiti / UniFi
Solution Design and Documentation	Hyper-V / VMWare	Mac OS
PRTG / Zabbix	VMware vSphere and vCloud	HP EVA SAN and 3PAR
Windows Active Directory	Microsoft Azure Active Directory	Microsoft / Office 365 Apps and Services including strong SharePoint skills
BrightGauge	ITGlue / PassPortal / Hudu	Cylance Protect and Optics
Microsoft 365 / Intune	Powershell	.Net / C# / .Net Core / MVC

Personal Interests and Hobbies

- Home Automation and Security particular with Z-Wave and voice with Amazon Alexa based devices. Provided technical consulting to the TV Show “The Block” in 2016.
- Home Server implementations including:
 - UnRAID Server
 - Docker Services
 - PiHole (Advertising aware DNS service)
 - Arcade “Mame” box and Picade hat
- Home Networking and Media including Ubiquiti gateways, switches and wireless access points
- Cycling including Mountain Biking
- Walking and the Beach

References

Personal References

Tony Goncalves

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Senior Application Engineer at EnerVenue

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Professional References

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