

Ben Anderson-Brown

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Modern Workplace & Endpoint Engineer

Founding technical hire and part-owner of a Melbourne managed services provider built from two people to fifteen staff and \$3M annual turnover. Ten years administering Microsoft 365, Intune and Entra ID at multi-tenant scale, currently across 1,122 endpoints and 138 client organisations. Final escalation point for the faults other technicians and engineers cannot resolve, with deep experience hardening regulated healthcare environments against the ACSC Essential Eight.

CORE SKILLS

Endpoint & Identity — Microsoft Intune, Entra ID / Azure AD, Conditional Access, MFA, device compliance policy, Microsoft Secure Score

Microsoft 365 — Exchange Online, SharePoint, Teams, tenant administration and migration

Infrastructure — Windows Server, Active Directory, Group Policy, DNS/DHCP

Security & Compliance — ACSC Essential Eight, RACGP alignment, security hardening, access governance

Networking — WatchGuard, Meraki, site-to-site and client VPN

Automation & Tooling — Datto RMM, PowerShell, Docker, batch scripting

EXPERIENCE

32 Byte

March 2016 – Present | Melbourne, VIC

Joined as the founding technical hire shortly after the company was formed, and bought a 20% stake in the business in 2020. Grew with the company from 2 staff to 15, now supporting 1,122 endpoints across 138 client organisations at \$3M annual turnover.

Technical Lead

2021 – Present

- Final technical escalation point across 1,122 endpoints and 138 client organisations, resolving complex identity, endpoint and infrastructure faults that other technicians and engineers could not diagnose
- Administer Microsoft 365 and Intune at multi-tenant scale — endpoint enrolment, device compliance, Entra ID and Conditional Access policy across independent client tenants
- Harden client environments against ACSC Essential Eight and RACGP requirements, implementing MFA, Conditional Access and Secure Score remediation
- Build automated onboarding and monitoring workflows in Datto RMM, standardising configuration previously repeated manually at every site
- Authored the standard operating procedures, documentation and technical training that allowed the team to scale from 2 to 15 without loss of service quality

IT Engineer

2016 – 2021

- One of two technical staff responsible for the entire client base through the company's formative years, with no internal escalation path
- Built and deployed client infrastructure end to end: Windows Server, Active Directory, WatchGuard and Meraki firewalls, VPN and backup
- Delivered Microsoft 365 tenant migrations and ongoing cloud administration as clients moved off on-premises systems
- Established the service delivery and documentation practices later adopted by the wider technical team

TECHNICAL PROJECT

DentalKB — Self-Hosted Knowledge & Retrieval Platform

Designed and delivered a self-hosted knowledge platform for the dental sector: automated discovery and crawling of vendor documentation, PDF and HTML extraction, semantic retrieval over an embedded corpus, and a locally hosted language model answering against retrieved sources.

Runs entirely on local hardware — a quantised 32B parameter model served under vLLM with tensor parallelism across two Intel Arc GPUs on the XPU runtime, rather than CUDA. Vector search embedded directly in SQLite, avoiding a separate database service. Implemented idle-based GPU lifecycle management to release the accelerator between workloads while guaranteeing availability for scheduled overnight batch jobs.

Stack: Python, FastAPI, vLLM, sqlite-vec, Playwright, Docker Compose, nginx, systemd. Architected and deployed by me using AI-assisted development.

CERTIFICATIONS

- CompTIA A+
- Microsoft 365 Certified: Fundamentals (MS-900)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Cisco Qualified: Series 700