

# Andrew Hatton

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## Summary

Highly experienced ICT leader and Full-Stack Developer with over 12 years of industry experience in ICT service management within large organizations. Proven track record in driving innovation, leading complex technology initiatives, and improving systems and services. Expertise in proactive service management, system optimization, asset management, SOE development, and leading technology improvement projects. I am passionate about leveraging emerging technologies to drive growth and enhance user experience. I am highly knowledgeable in C#, JavaScript/Typescript, bash, SQL, PHP, HTML, Restful APIs, .NET, and have begun work in understanding Crestron.

## Professional Services Consultant

Ivanti • South Jordan, UT

07/2022 - Present

### Proactive System and Service Optimization:

- Implemented and configured Ivanti Service Manager (ISM) for clients in government, healthcare, and energy sectors, focusing on proactive support to minimize system disruptions and optimize service delivery.
- Led workshops with cross-functional ICT teams to identify opportunities for system improvements, including SOE environment optimization and proactive AV support.

### Leadership and Collaboration:

- Worked alongside project managers to ensure projects were completed ahead of schedule.
- Engaged key stakeholders through workshops and training sessions to align solutions with organizational goals.
- Tracked down shareholders and coordinated efforts to meet project objectives efficiently.

### Asset Management and Recovery:

- Assisted clients in asset management, delivery, and recovery processes, enhancing efficiency and reducing costs.
- Developed strategies for reclaiming, redeploying, and consolidating hardware resources.
- **Technology Improvement Initiatives:**

### GRC Documentation and Certification Project:

- Solely responsible for creating Partner Certification paths for Ivanti's partners within the scope of Ivanti Neurons for Governance, Risk, and Compliance (GRC) and Security Operations.
- Developed comprehensive documentation and certification materials to enhance partner capabilities and knowledge.
- Collaborated with internal teams and stakeholders to ensure the certification program met industry standards and client needs.

### Custom ISM Integration for U.S. Government Agencies:

- Designed and implemented custom objects within Ivanti ISM to integrate with proprietary ticketing systems via API.
- Led workshops to train client staff on the new system and collaborated with project managers to complete the project ahead of schedule.
- Streamlined workflows and automated processes, improving efficiency and reducing system disruptions.

### SOE Development:

- Utilized tools like JAMF and Intune for deploying and managing applications securely across various environments.
- Led workshops to train internal teams and clients on SOE deployment and management.

## Freelance

Self d.b.a. CronoTech Consulting LLC • Louisville, KY

02/2017 - Present

**Asset Recovery and Management:**

- Managed servers across the United States and Canada, implementing strategies to reclaim, redeploy, and consolidate hardware resources.
- Collaborated with stakeholders to optimize performance and cost-efficiency in asset management.

**SOE Development:**

- Developed Standard Operating Environments (SOE) for Windows and Mac platforms, ensuring secure and efficient deployments using JAMF and Intune.

**Technology Leadership:**

- Deployed and managed containerized applications using Docker and Kubernetes for scalable solutions in web hosting and game hosting environments.
- Designed messaging architectures for reliable communication between distributed systems, enhancing system integration and real-time data processing.

**Stakeholder Collaboration:**

- Worked closely with clients to understand their needs, leading to the development of comprehensive web applications with integrated storefronts and management tools.
- Led projects from conception to completion, often delivering ahead of schedule by effectively coordinating with project managers and stakeholders.

## Senior Application Developer

Baptist Healthcare Systems • Louisville, KY

09/2016 - 07/2022

**Proactive Service Management:**

- Led a team responsible for maintaining and enhancing critical non-healthcare applications, ensuring optimal system performance.
- Proactively identified and resolved technical issues, reducing system downtime.

**Printer and Resource Optimization:**

- Spearheaded the organization's transition from Symantec ServiceDesk to Ivanti's Cherwell Service Manager.
- Engaged vendors and suppliers, conducted workshops with end-users and technical teams, and provided training on the new system.
- Collaborated with project managers to complete the migration ahead of schedule, improving service delivery and resource utilization.

**Asset Recovery and SOE Development:**

- Developed custom internal applications using the .NET framework, including task trackers and Kanban boards.
- Improved team efficiency and reduced system downtime through effective asset management and proactive support.

**Leadership and Team Building:**

- Collaborated with key stakeholders across departments to gather requirements and effectively prioritize development efforts.
- Fostered a high-performance team environment focused on continuous improvement and innovation.

**Technology Improvement Initiatives:**

- Integrated internal applications with enterprise service management platforms like Ivanti ISM and Cherwell Service Manager.
- Unified task and incident management processes, enhancing service delivery and increasing operational efficiency.

## Skills

- **Technical Skills:** Restful API, Bash, C#, JavaScript, TypeScript, Python, Automation, .NET, BlazorApps, Cloud Computing, JAMF, Intune, Docker, Kubernetes, SQL, PHP, HTML.
- **Proactive Service Management:** System optimization, asset management, SOE development, technology improvement initiatives, proactive AV support.

- **Leadership and Collaboration:** Team management, stakeholder engagement, project leadership, workshops and training sessions, working with project managers.
- **Certifications and Documentation:** GRC documentation, partner certification development, security operations.

## Certificates

- **Ivanti Service Manager Certified**
  - **Cherwell Certified Professional Developer**
  - **Cherwell Certified Professional Administrator**
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## Recent Projects

### **Ivanti Neurons GRC Certification Program:**

- Led the development of Partner Certification paths for Ivanti's partners within Ivanti Neurons for GRC and Security Operations.
- Created comprehensive documentation, training materials, and certification exams.
- Engaged with stakeholders and collaborated with project managers to deliver the program ahead of schedule, enhancing partner capabilities and strengthening client relationships.

### **Custom ISM Integration for U.S. Government Agency:**

- Designed and implemented custom objects within Ivanti ISM to integrate with proprietary ticketing systems via API.
- Facilitated workshops with stakeholders and provided training sessions to ensure smooth adoption.
- Collaborated closely with project managers to track progress and complete the project ahead of schedule, streamlining workflows and improving efficiency.

### **Comprehensive Web Application Development:**

- Developed a Razor/Blazor web application featuring an integrated storefront for provisioning Pterodactyl.io game servers, Proxmox servers, and HestiaCP/CPanel websites.
- Connected to custom API endpoints, allowing customers to manage services directly from the website.
- Enhanced customer experience by providing a unified platform for managing various services, delivered ahead of schedule through effective project management.