

# Andrew Hatton

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## Summary

As a highly experienced Consultant and developer, with over 12 years of industry experience, I have a proven track record of driving innovation and leading complex technology initiatives. I have a deep understanding of emerging technologies and their potential to transform businesses, and I am passionate about leveraging these technologies to drive growth and competitive advantage. My areas of expertise include software development, cybersecurity, Linux server administration and scripting (full LAMP stack development), cloud computing, desktop application development, and web development. I am highly knowledgeable in C#, JavaScript/Typescript, bash, SQL, PHP, HTML, Restful APIs, and have begun work in understanding Crestron.

## Experience

### Professional Services Consultant

Ivanti • South Jordan, UT

07/2022 - Present

As an Ivanti Service Manager Consultant, I have extensive experience in implementing and configuring Ivanti Service Manager for clients in the Government, healthcare, energy, and other sectors. I am adept at analyzing client requirements, designing solutions, and leading the implementation of Ivanti Service Manager, as well as providing ongoing support and maintenance. My key focus is on helping clients optimize their IT service delivery processes, increase efficiency, and improve customer satisfaction. I bring to the table strong technical skills, excellent communication and problem-solving abilities, and a deep understanding of IT service management best practices.

I use my knowledge of API integrations, C#, SQL, and JavaScript daily in my work to design front end facing applications that best suit each individual organization. I also utilize my knowledge of CURL and API's to integrate into Ivanti ISM from homegrown tools. I have aided several customers in integrating their security tools/platforms into the Ivanti ISM system, helping them configure and maintain automation of ticket escalations and alerts. Together with the customers' SMEs I have tied Ivanti ISM into Workday, SCCM/EMCM, SPLUNK, and more.

I have been solely responsible for creating the Partner Certification paths for Ivanti's partners within the scope of Ivanti Neurons for GRC and Ivanti Neurons for Security Operations.

## Freelance

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

02/2017 - Present

As a freelancer, I have extensive experience in designing and hosting websites, as well as in providing high-performance game hosting solutions. Additionally, I have built and maintained strong client relationships, ensuring high levels of customer satisfaction and retention.

I collaborate with end users to design, create, and implement effective Security Operations strategies and processes. Together with customer's IT Security/Cybersecurity departments I have monitored and managed their applications, following SCA/DAST/IAST to test the security of their tools. I have aided several organizations in determining what the Software Composition is of the tools they are looking into using. I create tools - desktop, web, or CLI based - to automate various tools and scripts for maintaining app/org security, as well as for accurate reporting of breaches or day-to-day security matters.

I own 18 servers across the United States and Canada each using Debian Linux as the operating system. These servers are tied together to create redundant web and gaming platforms with custom control panels for my customers built using my knowledge of SQL, PHP, and bash. Also utilize my knowledge of C# and other languages to create custom game management desktop applications, or, game launchers, for several customers allowing them to integrate into their own systems and launching/connecting. I have built, and published, 3 different desktop applications for use by anyone such as a Time Keeper desktop application, a desktop tool built in C# using API's to manage security systems, and more.

## Senior Application Developer

Baptist Healthcare Systems • Louisville, KY

03/2020 - 07/2022

As a Senior Application Analyst, I led a team of developers responsible for maintaining and enhancing the organization's critical applications. My responsibilities included ensuring that all non-healthcare applications were running optimally, identifying and resolving technical issues, and implementing upgrades and enhancements to improve functionality. Additionally, I managed relationships with key stakeholders across the organization to gather requirements and prioritize development efforts. Through my leadership and technical expertise, I successfully led the team to achieve high levels of customer satisfaction and deliver high-quality solutions that met business needs; including switching the organization's ticketing platform from Symantec ServiceDesk to Ivanti's Cherwell Service Manager.

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### Skills

Restful API, Bash, C#, JavaScript, TypeScript, Python, Automation

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### Certificates

Certified in Ivanti Service Manager, Cherwell Certified Professional Developer, Cherwell Certified Professional Administrator