Andrew Hatton

AH

Consultant, Programmer, Developer

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As a highly experienced Consultant and developer, with over 10 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, cloud computing, and web development.

Professional Experience

Professional Services Consultant

Ivanti | July 2022 - Present

As an Ivanti Service Manager Consultant, I have extensive experience in implementing and configuring Ivanti Service Manager for clients. 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.

Small Business Owner

CronoTech Consulting, Louisville, Kentucky Area | February 2017 - Present

As the owner of CronoTech Consulting, I have led all aspects of the business, from developing and implementing marketing strategies to managing the development and supportting my hosted clients. 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. Through my leadership and technical expertise, I have successfully grown CronoTech Consulting into a respected and profitable business in the web and gaming industry, for small time clients.

Senior Application Support Analyst

Baptist Health System KY & IN | March 2021 - July 2022

As the 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.

Information Technology Service Desk

Baptist Health System KY & IN, Kentucky, United States | March 2020 - March 2021

As an IT Help Desk Analyst at Baptist Healthcare, I provided frontline technical support to end-users, resolving a wide range of technical issues in a fast-paced healthcare environment. My responsibilities included troubleshooting hardware and software problems, managing user accounts, and providing training to help end-users effectively use technology. Additionally, I documented all support requests and resolutions in the IT ticketing system and ensured that all requests were resolved within the required service level agreement (SLA). Through my strong technical skills, communication abilities, and customer service mindset, I was able to maintain high levels of user satisfaction and contribute to the smooth functioning of the organization's technology infrastructure.

Education

BS in Computer Technology and Information Systems Security

Western Governors Universiy at Salt Lke City | 2017 - 2020

undergrad in Network Systems/Security Administration

ITT Technical Institute at Louisville, KY | 2015 - 2016

Key Skills

- Customer Service
- Pilot
- Knowledgable of JavaScript
- Deep understanding of Linux environments/servers
- Strong with REST API
- Strong understanding of the C# programming language

Volunteer

Over the last 15 years, I have been an active volunteer with both the Boy Scouts of America and the Cub Scouts of America, serving as both a scout and a scouter. As a scout, I learned important life skills, developed leadership abilities, and gained a deep appreciation for the outdoors. As a scouter, I have dedicated my time and expertise to helping young scouts develop these same skills and passions. I have served in a range of roles, from den leader to my current role as the Pack Webmaster for Cub Scout Pack 765, and have been recognized for my commitment and contributions with multiple awards. Through my work with the Boy Scouts and the Cub Scouts, I have had the privilege of helping to shape the lives of young people and build a better community.

Certifications

May 2023	Cherwell Certified Professional Developer
May 2023	Cherwell Certified Professional Administrator