Andrew Hatton

andrew@thehattons.co

+1 502-235-6748 Louisville, KY  
<https://github.com/killer6oose>

# Summary

As a highly experienced Consultant and Full-Stack 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, containerized deployments (Docker and Kubernetes), and web development with Blazor and Razor. 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

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 LLC • Louisville, KY

02/2017 - Present

As a freelancer, I have gained significant experience in deploying and managing containerized applications using Docker and Kubernetes, which has allowed me to provide scalable and efficient solutions for web hosting and game hosting environments. My expertise in Docker enables me to streamline development workflows, creating isolated environments for applications that ensure consistency across different stages of development and deployment. With Kubernetes, I have orchestrated complex containerized applications, ensuring high availability, fault tolerance, and seamless scalability, which is crucial for the dynamic demands of game hosting and web platforms.

In addition to managing my own servers across the United States and Canada, I work extensively with cloud platforms such as Azure Cloud and Amazon AWS. This integration allows me to leverage the flexibility and scalability of cloud infrastructure while ensuring seamless interaction with my own servers. My proficiency in both on-premises and cloud environments enables me to offer versatile solutions that cater to the specific needs of my clients, whether they require localized control or the expansive resources of cloud providers.

My front-end development expertise is at an intermediate to expert level, particularly with modern frameworks like Blazor and Razor. These technologies have enabled me to build interactive, client-side web applications with a focus on performance and user experience. Leveraging Blazor, I have created rich, single-page applications (SPAs) that offer a seamless experience akin to desktop applications, while Razor has been instrumental in developing clean and maintainable server-side logic for web applications. My work in these areas has been essential in delivering responsive and efficient web solutions that meet the specific needs of my clients.

My experience also extends to designing and implementing messaging architectures, which are critical for the reliable communication between distributed systems. I have worked on various messaging patterns, including message queues and publish-subscribe models, to ensure that applications can efficiently handle high volumes of data and maintain robust communication between different components. This expertise has been particularly valuable in scenarios where real-time data processing and system integration are key, such as in security operations and game hosting platforms.

# Senior Application Developer

Baptist Healthcare Systems • Louisville, KY

03/2020 - 07/2022

As a Senior Application Analyst at Baptist Healthcare Systems, I led a dedicated team of application analysts and developers responsible for maintaining and enhancing the organization's critical non-healthcare applications. My responsibilities included ensuring optimal system performance, proactively identifying and resolving technical issues, and implementing strategic upgrades to improve overall functionality and user experience. I actively collaborated with key stakeholders across various departments to gather requirements and effectively prioritize development efforts, resulting in the delivery of high-quality solutions that consistently met and exceeded business objectives.

To streamline our team's workflow and enhance productivity, I developed custom internal applications using the .NET framework. These included both desktop and web-based tools designed to function as intuitive task trackers and Kanban boards, providing team members with efficient methods to monitor project progress, manage workloads, and document task completion. The implementation of these tools fostered better organization, improved transparency, and facilitated more effective collaboration within the team, ultimately leading to faster resolution times and increased operational efficiency.

Furthermore, I successfully integrated these internal applications with enterprise service management platforms such as Ivanti ISM and Cherwell Service Manager. These integrations enabled seamless synchronization of task and incident management processes, providing a unified system for tracking and addressing service requests and technical issues. I also spearheaded the organization's transition from Symantec ServiceDesk to Ivanti's Cherwell Service Manager, overseeing the migration process to ensure minimal disruption and improved service delivery. These initiatives not only enhanced our internal processes but also contributed to higher levels of customer satisfaction and more responsive support services across the organization.

Through my leadership and technical expertise, I cultivated a high-performing team environment that emphasized continuous improvement and innovation. My contributions have left a lasting impact on the organization's ability to efficiently manage its application portfolio and adapt to evolving business needs with agility and confidence.

## Skills

Restful API, Bash, C#, JavaScript, TypeScript, Python, Automation, .NET, BlazorApps, Cloud Computing

## Certificates

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

Administrator

## Recent Projects

For Ivanti, I led a project for a U.S. Government agency where I designed and implemented custom objects within Ivanti ISM to integrate with their proprietary ticketing system via API. This integration automatically creates ISM records when specific criteria are met in their tool, triggering tasks assigned to various teams. Upon completion of all tasks, the system notifies the assigned analyst, who then resolves the request, sending an API call back to update the record in their system. This solution streamlined their workflow and ensured seamless communication between systems.

As a Freelancer, I developed a comprehensive Razor/Blazor web application for a client featuring an integrated storefront for provisioning Pterodactyl.io game servers, Proxmox servers, and HestiaCP/CPanel websites. The application connects to custom API endpoints, allowing customers to view statuses, execute actions, and manage their services directly from the website. This project enhanced customer experience by providing a unified platform for managing various services without leaving the site.