Andrew Hatton

Visionary ICT leader and Full-Stack Developer with over 12 years of experience architecting enterprise-scale solutions across healthcare, government, and commercial sectors. Proven record of leading cross-functional engineering teams, streamlining service operations, and delivering innovative ITSM and AI-integrated solutions. Adept at bridging technical vision with business goals, mentoring high-performing teams, and driving digital transformation using modern architectures and cloud-native technologies.

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—— WORK EXPERIENCE

Ivanti

Senior Professional Services Consultant   July 2023 - Present

- Spearheaded end-to-end delivery of Ivanti Service Manager (ISM) implementations across federal, healthcare, and enterprise sectors, facilitating strategic workshops to align technical solutions with business outcomes.
- Directed cross-departmental engineering and governance teams to design scalable ITSM and GRC architectures, improving compliance and response time.
- Designed enterprise-grade API integrations (Workday, SCCM, Splunk, JIRA), reducing intersystem lag and automating mission-critical processes.
- Led creation of training and partner enablement paths, enhancing product knowledge across internal and partner organizations.

CronoTech Consulting LLC

VP of Professional Services and Engineering   Feb 2014 - Present

- Built and scaled CronoTech into a trusted consulting partner, leading multi-client service engagements, technical delivery, and strategic architecture for open-source and enterprise ITSM solutions.
- Architected and deployed API.CronoTech.us, a SaaS testing tool for government-grade API workflows, enforcing role-based access and automation layers.
- Oversaw full lifecycle DevOps deployments using AWS, Azure, Docker, and Kubernetes for scalable ITSM and security tools.
- Mentored developers and junior consultants in technical delivery and client engagement.

Baptist Healthcare Systems, inc

Lead Application Developer   Oct 2015 - July 2023

- Directed enterprise migration from Symantec to Cherwell Service Manager, partnering with infrastructure and application teams to reengineer service delivery.
- Developed internal applications that integrated .NET/Citrix platforms with Cherwell and Ivanti ISM, significantly improving task tracking and service automation.
- Automated enterprise workflows and reporting using PowerShell, JavaScript, and RESTful APIs, reducing MTTR and improving ITSM responsiveness.
- Coordinated knowledge sharing sessions and internal stakeholder training to improve adoption and technical alignment across IT departments.

—— EDUCATION

Western Governors University

Bachelor of Science in Network Systems and Security   2017

ITT Technical Institute

Masters Degree in Server Operations and Process Management - 3.95 GPA   2014-2016

▬▬ PROJECT

API.cronotech.us
- An open source API endpoint for testing integrations. Built to test US government contract data for demo purposes

https://CronoTracker.com
- CronoTracker is a new generation SAP for consulting teams and project managers

▬▬ SKILLS

API Integrations ●●●●● ITSM Development ●●●● Ivanti Neurons for GRC & Security Operations ●●●●

- Advanced ITSM API Integrations (JIRA, Workday, SCCM, Splunk, REST API, PowerShell, JavaScript)
- Windows and Linux Server Administration
- C#
- SQL Server
- High Level "Translation" of Technical to non-technical conversations