

Brianna Robotham

SCCM Administrator

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📍 123 Maple Street, Detroit, MI 48226

Education

**Bachelor of Science
in Information Technology
with a focus on
System Center Configuration
Manager (SCCM) at Michigan
State University, East
Lansing, MI**

Sep 2018 - May 2022

Relevant Coursework: Database Management Systems, Network Administration, Cybersecurity, Operating Systems, Cloud Computing, Systems Analysis and Design, IT Project Management, and System Center Configuration Manager (SCCM) Implementation and Administration.

Links

[linkedin.com/in/briannarobotham](https://www.linkedin.com/in/briannarobotham)

Skills

SCCM Deployment

Patch Management

Application Packaging

PowerShell Scripting

OS Imaging

Infrastructure Optimization

Endpoint Protection

Languages

Profile

Results-driven SCCM Administrator with 1 year of experience in managing and maintaining Microsoft System Center Configuration Manager infrastructure. Proficient in deploying software, updates, and operating systems, while ensuring compliance and optimized system performance. Adept at troubleshooting and resolving technical issues, with a strong foundation in ITIL processes and a commitment to staying current with industry best practices. Demonstrates excellent communication skills and the ability to collaborate effectively with cross-functional teams.

Employment History

SCCM Administrator at Teksystems, MI

Apr 2023 - Present

- Successfully managed the deployment of 5000+ software packages to over 10,000 endpoints across the organization, resulting in a 95% success rate and significantly reducing manual installation efforts.
- Streamlined the patch management process for 8000+ devices, achieving a consistent 98% compliance rate within targeted timeframes, which contributed to improved overall system security and reduced vulnerability risks.
- Implemented a new reporting system using Power BI, enabling the team to track and analyze key performance metrics, leading to a 20% reduction in incident response time and improved overall system performance.

Junior SCCM Administrator at NTT Data, MI

Sep 2022 - Feb 2023

- Successfully deployed SCCM to over 500 devices at NTT Data, MI, resulting in a 20% reduction in manual software installation time and a 15% increase in overall device management efficiency.
- Streamlined the software update process for 300 employees by creating and implementing an automated patch management system using SCCM, reducing downtime by 25% and increasing system security.
- Developed and maintained comprehensive documentation for SCCM infrastructure, enabling faster onboarding of new team members and reducing resolution time for support tickets by 30%.
- Collaborated with cross-functional teams to plan and execute a successful Windows 10 migration for 200 users, completing the project ahead of schedule and with minimal disruption to end-users.

Certificates

Microsoft Certified: Endpoint Manager (SCCM) Administrator Associate

Jun 2021

VMware Certified Professional - Desktop and Mobility (VCP-DTM)

Nov 2019