**Emery D. Denbo**

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**PROFILE**

* Highly skilled SCCM administrator with over 7 years of experience in fast-paced, highly technical enterprise environments
* Possess exemplary networking and solution development skills
* Self-directed creative thinker and solution oriented – excellent communication skills and customer service
* Self-motivated with a positive attitude to meet and exceed goals unsupervised
* Commendable loyalty, integrity and professional ethics
* Create and administer advertisements, programs, collections, and custom reports in SCCM
* Troubleshoot failed SCCM deployments and SCCM health issues
* Administer SCCM software delivery, including various methods such as running advertised programs, machine targeted, user targeted, Application Library, and Software Center
* Manage and administer SCCM client health, including the process of getting clients healthy

**PROFESSIONAL EXPERIENCE**

**Atos/Freightliner Trucks North America**  Portland, OR

Systems Engineer October 2012-January 2020

* Built driver packages for SCCM OS imaging
* SCCM Management, SCCM client health
* Active Directory/Windows Server Administration
* SCCM application packaging/distribution
* 3rd level support using ticketing system
* Install, configure, test and maintain operating systems, application software and system management tools
* Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement needed fixes
* Used PowerShell to write and maintain custom scripts to increase system efficiency and lower the human intervention time on tasks
* Patching/hardware upgrades on Clients and Servers

**Emery’s PC Service**  Portland, OR

Onsite PC Technician October 2012-January 2019

* Build and configure PCs and Servers
* Repair/optimize computers and servers
* Run diagnostic programs and maintain computer networks
* Gather data to assess the needs of the customer
* Evaluating network requirements
* Telecommunications setup and repair
* System administration
* Remove viruses or spyware

**Northland Hearing Centers**  Portland, OR Senior Help Desk Support Manager December 2010-September 2012

* Sole support for over 600 end-users in multiple locations
* Manage PC refresh
* Provide support for all handheld devices including iPhones, other smart phones and tablets
* Provide troubleshooting for all onsite/remote machines

**Micro Power Electronics**  Beaverton, OR Desktop / Helpdesk Support Technician May 2007 – January 2010

* Prepared servers, desktop systems, workstations, and laptops
* Built and maintained new Disk to Disk to Tape server for server farm backup
* Provide front end hardware and software support
* Managed/supported PBX phone system
* Setup and managed Blackberry server/accounts
* Managed Active Directory and Exchange accounts
* Built and ran troubleshooting tests on new hardware systems while maintaining existing systems in inventory

**Siemens Business Services/Freightliner Trucks NA** June 2002 – October 2006

Desktop Support/VIP Support Agent

* Provide team based desktop support for issues escalated from helpdesk for over 6,000 users
* Assisted with installation of new servers, desktops and laptops
* Performed data recovery and hardware repairs on laptops
* Provided 24/7 support for all users at position of Director up to CEO

**Tektronix** Beaverton, OR Desktop Support Agent July 1998 – January 2001

* Coordinate with network services and information systems groups
* Connect users to networks and train on facilities and applications
* Install, repair and conduct preventive maintenance of personal computer by providing technical support
* Diagnose and resolve incidents using documented procedures to perform responsibilities
* Configure PCs and laptops, problem ticket resolutions and track problems using Remedy system

PRIMARY SKILLS:

* SCCM Administration
* Active Directory
* Laptop/Desktop Repair
* MS Office All Windows versions

CERTIFICATIONS / EDUCATION

Graduated from Jefferson High School majoring in Computer Programming

College courses in Electronics

Advanced training from Microsoft

Certified in: MSDST, A+, HP, Dell, IBM hardware

BA Equivalent