



Thomas A Sprinkle – Senior Information Technology Specialist

Experience:



Information Technology Specialist
U.S. Department of Veterans Affairs · Full Time
Feb 2023 – July 2023
Lexington, Kentucky, United States · On Site

Take2IT LLC
Contract Position at the VA Hospital
1101 Veterans Drive
Lexington, KY 40502
859-233-4511 – Ext 5317

- 'Hands On' Customer Support / Troubleshooting – PC Hardware / Software
- Windows 10 Enterprise – Laptop / Desktop Deployment
- Support for Windows Office 365
- Active Directory, MS Bit Locker Encryption
- Dell / HP Laptop and Desktop Support
- SCCM Imaging
- Cisco Call Manager (Cisco IP Phones) and Unity Connection Voicemail)
- 'Service Now' Ticketing



Desktop Support Specialist
EDGECo Holdings, LP · Full-Time
Sep 2021 - Feb 2023 · 1 yr 6 mos
Lexington, Kentucky, United States

BG Staffing
Contract Position at EdgeCo Holdings
2353 Alexandria Drive Suite 100
Lexington, KY 40504
859-514-6163

- 'Hands On' Customer Support / Troubleshooting – PC Hardware / Software
- Admin Support for Windows Office 365
- Active Directory, MS Bit Locker Encryption
- DocRecord Server Support
- Dell / Lenovo Laptop and Desktop Support
- Windows 10 Enterprise – Laptop / Desktop Deployment
- 'Service Now' Ticketing



Information Technology Specialist
U.S. Department of Veterans Affairs · Full-time
Apr 2021 - Sep 2021 · 6 mos
Lexington, Kentucky, United States

ISCI
Contract Position at the VA Hospital
1101 Veterans Drive
Lexington, KY 40502
859-233-4511 – Ext 5307

- 'Hands On' Customer Support / Troubleshooting – PC Hardware / Software
- Support for Windows Office 365
- Active Directory, MS Bit Locker Encryption
- Dell / HP Laptop and Desktop Support
- SCCM Imaging / 'Service Now' Ticketing System
- Cisco Call Manager (Cisco IP Phones) and Unity Connection (Voicemail)



Information Technology Analyst

Commonwealth of Kentucky - Commonwealth Office of Technology · Full-time

Oct 2020 - Apr 2021 · 7 mos

Frankfort, Kentucky, United States

Quantam Solutions

Contract at Commonwealth Office of Technology

501 High Street

Frankfort KY 40601

- 'Hands On' Customer Support / Troubleshooting – PC Hardware / Software
- Support for Windows Office 365
- Active Directory, MS Bit Locker Encryption
- Dell Laptop and Desktop Support
- Windows 10 Enterprise – Laptop / Desktop Deployment – Troubleshooting Software
- SCCM Imaging / 'Service Now' Ticketing

The logo is a solid blue square with the white text 'FBT' centered inside it.

FBT

Technical and Desktop Support Specialist

Frost Brown Todd

Jun 2019 - Oct 2020 · 1 yr 5 mos

Lexington, Kentucky Area

CBTS

Contract at FBT

- 'Hands On' Customer Support / Troubleshooting – PC Hardware / Software
- Support for Windows 10 Enterprise / Office 365 / OneDrive
- Lenovo Laptop, Dell Laptop, and Microsoft Surface Pro Support
- Complete Application Support including Office 2016 and OneDrive
- IQTrack Ticketing System



Desktop Support Engineer
Valvoline Inc.
Sep 2018 - Jun 2019 · 10 mos
Lexington, Kentucky Area

NSC Global
Contract Position at Valvoline World Headquarters
100 Valvoline Way
Lexington, KY 40509
859-357-4335

- 'Hands On' Customer Support / Troubleshooting –PC Hardware / Software
- Support for Microsoft Office 2016 / Microsoft 365 / Lotus Notes 9
- Lenovo Desktop / Laptop Support – Hardware / Software - Windows 7 / 10 Enterprise
- Active Directory, MS Bit Locker Encryption, Remote Support using 'Logmein'
- Windows 10 – Microsoft Surface Pro Project Manager (160 deployed)
- SCCM Imaging / Service Now Ticketing



Desktop Support Engineer
LG&E and KU Energy LLC
Jan 2018 - Sep 2018 · 9 mos
Lexington, Kentucky

Anchor point
Contract Position at LGE-KU
1 Quality Street
Lexington, KY 40507
859-367-5796

- Troubleshooting – Windows 7 / 10
- SCCM Imaging – Windows 10 - HP desktops / laptops



Desktop Support Engineer

Ashland

Aug 2014 - Jan 2018 · 3 yrs 6 mos

Lexington, Kentucky Area

Unisys / NSC Global

Contract Position at Ashland LLC

2424 Harrodsburg Rd. Suite 300

Lexington, KY 40503

859-963-4638

- 'Hands On' Customer Support / Troubleshooting –PC Hardware / Software
- Support for Microsoft Office 2003, 2007, 2010, 2016 / Lotus Notes 9
- Lenovo Desktop / Laptop Support – Hardware / Software - Windows 7 Enterprise
- Active Directory, MS Bit locker Encryption / Digital Guardian
- Troubleshooting / Configuration of printer drivers locally & servers worldwide
- Remedy Ticketing

TOYOTA

Level 2 I.T. Technician

Toyota North America

Feb 2013 - May 2014 · 1 yr 4 mos

Georgetown KY

CBTS

Contract Position at Toyota

1001 Cherry Blossom Way

Georgetown, KY 40324

502-868-2075

- 'On Call' / 'Hands On' Customer Support –PC Hardware / Software
- Support for Microsoft Office 2003, 2007, 2010
- Dell Desktop / Toshiba Laptop Support – Hardware / Software - Windows XP / 7
- Active Directory, Data Armor Encryption, Remedy Ticketing System
- Network Troubleshooting / RDP
- Cisco I.P Phone / Voicemail Configuration



I. T. Systems Specialist
Schneider Electric · Full-time
Feb 2011 - Feb 2013 · 2 yrs 1 mo
Lexington KY

Pomeroy I.T. Solutions / Xerox Business Services
Contract Position at Schneider Electric / Square D Plant
1601 Mercer Road
Lexington, KY 40511
859-243-8101

- 'On Call' Customer Support – Network / PC / Printer Troubleshooting
- Support for Microsoft Office 2003 and 2007
- Desktop / Laptop / Printer Support
- Hardware/Software - Windows XP / Vista / Win 7
- Active Directory, Novell, Remedy Ticketing System, Remote Desktop Support
- Email - Lotus Notes Configuration
- New PC Deployment / Configuration and Installation / OS Imaging
- SQL / Access DB

Education



Eastern Kentucky University
Bachelor's degree, Career and Technical Education 2009 - 2014



Sinclair Community College
Associate's degree, Engineering Science 1992 - 1994

Licenses & certifications



CCNA
Cisco Issued Jun 2004 · Expired Jun 2007
Credential ID CSC010732350



A+ 2002
CompTIA Issued Jun 2002
Credential ID COMP001000451524

Skills

Demonstrate skills

All Industry Knowledge

Tools & Technologies

- **Active Directory**
9 endorsements
- **Operating Systems**
7 endorsements
- **Computer Hardware**
8 endorsements
- **Technical Support**
13 endorsements
- **Troubleshooting**
12 endorsements
- **Printers**
3 endorsements
- **Laptops**
7 endorsements
- **Hardware**
8 endorsements

- **Software Installation**

7 endorsements

- **Networking**

8 endorsements

- **Computer Repair**

5 endorsements

- **Norton Ghost**

4 endorsements

- **Dell Computers**

6 endorsements

- **Remote Desktop**

3 endorsements

- **CCNA**

2 endorsements