# Thomas A Sprinkle – Senior Information Technology Specialist

**Experience:**



Information Technology Support Specialist

**EnSiteUSA** · Full-time Mar 2024 - Present · 1 yr Lexington, Kentucky, United States ·

On-site

• 1055 Wellington Way, Suite 225
Lexington, KY 40513
859-873-0076

- • 'Hands On' Customer Support / Troubleshooting – PC Hardware / Software
  - • Windows 10 / 11 Enterprise – Laptop / Desktop Deployment
  - • Azure / Office 365 / SharePoint / ShareFile
  - • Active Directory, DHCP, DNS, Server 2016
  - • MS Bit Locker Encryption
  - • Dell Laptop and Desktop Support
  - • AutoCAD 2022 / 2025 Support
  - • 'Zendesk' Ticketing System



Information Technology Specialist Information Technology Specialist

**U.S. Department of Veterans Affairs** · Full-time Feb 2023 - Mar 2024 · 1 yr 2 mos. 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 System

Desktop Support Specialist

**EDGECo Holdings, LP** · Full-time Sep 2021 - Feb 2023 · 1 yr 6 mos. Lexington, Kentucky, United States · On-site

- 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 System

Information Technology Specialist

**U.S. Department of Veterans Affairs** · Full-time Apr 2021 - Sep 2021 · 6 mos. Lexington, Kentucky, United States · On-site

- 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 · On-site

- Quantum 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

Technical and Desktop Support Specialist

**Frost Brown Todd, LLC** - Full Time Jun 2019 - Oct 2020 · 1 yr 5 mos. Lexington, Kentucky Area · On-site

- Lexington Financial Center
  250 West Main Street, Suite 2800

Lexington, KY 40507
859-231-0000

- '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 · On-site

- 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 System

Desktop Support Engineer

**LG&E and KU Energy LLC**. Jan 2018 - Sep 2018 · 9 mos. Lexington, Kentucky · On-site

- 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 · On-site

▪ 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 System

Level 2 I.T. Technician

**Toyota North America** Feb 2013 - May 2014 · 1 yr 4 mos. Georgetown KY · On-site

▪ 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
- Cisco I.P Phone / Voicemail Configuration
- Remote Desktop Support

I. T. Systems Specialist

**Schneider Electric** · Full-time Feb 2011 - Feb 2013 · 2 yrs 1 mo. Lexington KY · On-site

- 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 / 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