THOMAS SPRINKLE

PROFESSIONAL SUMMARY

Thomas is an experienced Desktop Support Technician with 15 years' experience in desktop support including new PC deployment, Imaging, and Tier 3 support in multiple enterprise level environments. Working primarily in a "hands on" environment with users at all levels of the company; Thomas is skilled at providing a high level of customer service while quickly providing support for all software and hardware issues.

PROFESSIONAL EXPERIENCE

EnSiteUSA, Lexington, KY

Information Technology Help Desk Technician   *Mar 2024 – Present*

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

VA Medical Center, Lexington, KY

Information Technology Specialist   *Feb 2023– Mar 2024*

- '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

EdgeCo Holdings, Lexington, KY

Information Technology Specialist   *Sept 2021 – Feb 2023*

- '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

VA Medical Center, Lexington, KY

Information Technology Specialist   *April 2021 – Sept 2021*

- '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)

Commonwealth Office of Technology, Frankfort, KY

Information Technology Analyst   *Oct 2020 – April 2021*
- '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 System

Frost Brown Todd Attorneys, Lexington, KY

Desktop Support Specialist   *June 2019 – Oct 2020*
- '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

Valvoline World Headquarters, Lexington, KY

Desktop Support Engineer   *Sept 2018 – June 2019*
- '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' / RDP
- Microsoft Surface Pro Project Manager - Windows 10 Enterprise – (160 deployed)
- Windows 10 Enterprise – Laptop / Desktop Deployment – Troubleshooting Software
- SCCM Imaging / 'Service Now' Ticketing System

LGE_KU, Lexington, KY

Windows 10 Migration Project   *Jan 2018 – Sept 2018*
- Troubleshooting – Windows 7 Enterprise / Windows 10 Enterprise
- SCCM Imaging – Windows 10 - HP desktops / laptops

Ashland LLC / Valvoline World Headquarters, Lexington, KY

Systems Technician Specialist   *Sep 2014 – Jan 2018*
- 'Hands On' Customer Support / Troubleshooting –PC Hardware / Software
- Support for Microsoft Office 2003, 2007, 2010 / 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

Toyota, Georgetown, KY

IT Technician / Desktop Support   *Feb 2013 – May 2014*
- '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

Schneider Electric / Square D Plant, Lexington, KY

Systems Technician Specialist   *Feb 2011 – Feb 2013*
- '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, SQL / Access
- Email - Lotus Notes Configuration
- New PC Deployment / Configuration and Installation / OS Imaging

Lexington Fayette County Health Department, Lexington, KY

Systems Analyst   *Oct 2009 – Feb 2011*
- 'On Call' Customer Support – Network / PC / Printer Troubleshooting
- Support for Microsoft Office 2003 and 2007
- Desktop / Laptop / Printer Support – Hardware, Software - Windows XP / 7
- Active Directory, Windows Server 2003, Ticketing System, Remote Desktop Support
- Web Design – Maintained Company Website (Dreamweaver CS4)
- Email – Microsoft Outlook Configuration / Exchange
- New PC Deployment, Configuration and Installation / OS Imaging
- Worked with Microsoft Visio – Mapped out entire Company Network

Lexmark, Lexington, KY

IT Technician   *May 2008 – Apr 2009*
- Complete Customer Support – PC Troubleshooting
- Support for Microsoft Office 2003
- New PC Deployment, Configuration and Installation / OS Imaging
- Hardware and Software Support for Dell Desktops and Dell / IBM Laptops
- IBM Lotus Notes Configuration and Troubleshooting

BancTec, Lexington, KY

IT Field Service Technician   *Oct 2007 – Jan 2008*
- Full Field Support for Dell Desktops / Laptops - Hardware
- DCSE Certified November 2007
- Troubleshooting and Complete Repair of Lexmark Laser printers - Hardware

Lexmark, Lexington, KY

Senior Lab Technician   *Nov 2006 – Oct 2007*
- Full Support for Lab and Department (12 Engineers) on R & D Project – Low End Color Laser Printer – worked with engineers' specific needs for printer project
- Complete Logistic Support – Excellent Organizational Skills
- Excellent Skill Set in Microsoft Excel 03
- Excellent Report Writing – Data Analysis
- Troubleshooting of Low End Color Laser Printer – (photo conductivity / developer unit)
- Automated Project Testing for Firmware Code Team / Technical Documentation Included

Apollo Oil, Winchester, KY

IT Systems Technologist   *Dec 2005 – Nov 2006*
- Maintained Company Network (Cisco Routers & Switches - 5 Sites - point to point)
- Microsoft Server 2000 & 2003 - Active Directory / DNS / Primary DC / DHCP
- Microsoft Exchange Server 2003 / Citrix Server
- Support for Microsoft Office 2003
- PC Hardware / Software Support (On Site and Remote – Laptops and Desktops)
- Email – Microsoft Outlook 03 Configuration
- Wireless Router Configuration
- Web Design – Maintained Company Website (Dreamweaver 8)
- Worked with Microsoft Visio – Mapped out entire Company Network

Clark and Montgomery County Area Technology Centers, Mount Sterling KY

IT Instructor   *Nov 2002 – Dec 2005*
- Cisco Certified Academy Instructor (CCAI)
- *CCNA Certified March 2004*
- Latest Cisco Academy Curriculum (V3.1) Taught
- Includes CCNA 1,2,3,4 and I.T. Essentials I (A+)
- Technical Coordinator for the A.T.C.
- *A+ Certified November 2002*
- Taught Cisco Academy Curriculum (V2.4)

Rockwell Automation, Cincinnati, OH

Field Support Engineer   *Oct 1998 – Oct 2001*
- Certified Training / Experience in Allen-Bradley's newest Automation at the time;
- The Contrologix PLC Platform. It includes Rslinx Software, Devicenet & Controlnet Communications, Panelview 1000 HMIs and Rslogix 5000 and it's associated I/O.

Whirlpool Corporation – Dayton Technology Center, Dayton, OH

Laboratory Technician   *Mar 1996 – Oct 1998*
- Experience with Opto Boards, Thermocouples, Data Acquisition, & Report Writing
- Building of Automated Test Fixtures using Opto Equipment
- Thorough Testing of Whirlpool's Cooking Products – Gas & Electric
- IAS Accreditation in 97

EDUCATION AND CERTIFICATION

Eastern Kentucky University, Richmond, KY
- Bachelor's Degree in Career and Technical Education, 2014

Sinclair Community College, Engineering Department, Dayton, OH
- Associate Degree in Engineering Science, 1994

Certification
- DCSE, 2007
- CCNA, 2004
- A+, 2002

PROFESSIONAL SKILLS

- Office 365 / Office 2019, 16,10,07
- Azure – PC Management / Active Directory
- Windows Enterprise 11, 10,8,7
- Outlook 2019, 16, 10, 07, 03 / Lotus Notes 9
- Laptops / Desktops – Dell, Lenovo, and HP
- Servers 2016,12,08,03,2000, NT - AD, DNS, DHCP
- SCCM / Image X / Ghost / PING / Desktop Central
- Symantec Endpoint Protection / FortiClient
- VPN – Cisco AnyConnect / FortiGate
- Cisco Call Manager / I.P. Phones / VM / Ring Central
- HTML / JavaScript / PHP – Web Design
- Cisco Router/Switch Configuration
- Web Design - Adobe Dreamweaver
- PLC Experience – Allen Bradley: Rs Logix / PLC5 / Rs Linx
- Visual Basic 6.0 & 2008, C++, FORTRAN
- AutoCAD V12

HONORS / ACTIVITIES

- Bachelor's Degree in Career & Technical Education (Aug 2014)
- E.K.U. Dean's List – (3.77 GPA)
- Dell Certified (November 07)
- Cisco Certified Academy Instructor (June 04)
- CCNA Certified (March 04)
- CompTIA A+ Certified (Nov. 02)
- Letter of Recognition (VP of Rockwell Automation - July 01)
- RA Direct Hire Training Program (Jan. 99)
- IAS Accredited Lab Technician (Whirlpool - June 97)
- Associate Degree in Engineering Science (June 1994)
- Sinclair Comm. College Dean's List (3.8 GPA)
- Actively involved in running long distant road races (88-90)
- Completed Dayton Spokesman's Club (87 - 3 year-Speech Club)
- Graduated High School one year early (87)
- High School – Member of National Honor Society (87)
- Owned / Managed Landscape Business during High School (86-88)