

# **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

## **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)