

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

VA Medical Center, Lexington, KY

Information Technology Specialist

Feb 2023– July 23

- '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 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)