

THOMAS A. SPRINKLE

Email: tasprinkle@live.com Cell Phone: (859) 489-1628 Home Phone: (859) 577-1492

CAREER OBJECTIVE: Systems Analyst / Senior I.T. Technician / Desktop Support Engineer

CERTIFICATIONS: DCSE (07), CCNA (04), A+ (02) - Currently pursuing Network+ Certification

EDUCATION:

Associate's degree: Engineering Science June 1994
Sinclair Community College, Engineering Department, Dayton, OH

Bachelor's degree: Career and Technical Education August 2014
Eastern Kentucky University, Richmond, KY

EMPLOYMENT / EXPERIENCE:

- Mar 24 to Present I.T. Help Desk Technician
 EnSiteUSA
 1055 Wellington Way, Suite 225
 Lexington, KY 40513
 859-873-0076
- 'On Site' / Remote Customer Support / Troubleshooting – PC Hardware / Software
 - Windows 10 / 11 Enterprise
 - Azure / Office 365 / SharePoint / ShareFile
 - Active Directory, DHCP, DNS, Server 2016
 - MS Bit Locker Encryption
 - Dell Laptop and Desktop Support
 - AutoCAD 2022 Support
 - Zendesk Ticketing System
- Feb 23 to Mar 24 **Information Technology Specialist**
 Take2 Consulting
 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

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Sept 21 to Feb 23

Information Technology Specialist

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

April 21 to Sept 21

Information Technology Specialist

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 (VM)

Oct 20 to April 21

Information Technology Analyst

Quantam Solutions

Contract Position 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 System

June 19 to Oct 20

Desktop Support Specialist

CBTS

Contract Position at **Frost Brown Todd Attorneys**

Lexington Financial Center | 250 W. Main Street | Suite 2800

Lexington, KY 40507

- '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

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Sep 18- June 19

Desktop Support Engineer

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' / 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

Jan 18- Sep 18

Windows 10 Migration Project Technician

Anchor point

Contract Position at **LGE-KU**

1 Quality Street

Lexington, KY 40507

859-367-5796

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

Sep 14- Feb 18

Systems Technician Specialist

NSC Global / Unisys

Contract Position at Ashland LLC / Valvoline World Headquarters

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 / 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

Feb 13- May 2014

I.T. Technician / Desktop Support

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

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Feb 11- Feb 13

Systems Technician Specialist

Pomeroy I.T. Solutions / Xerox Business Services, LLC
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

Oct 09-Feb11

Systems Analyst

Lexington Fayette County Health Department
650 Newtown Pike
Lexington, KY 40508
859-252-2371

- 'On Call' Customer Support – Network / PC / Printer Troubleshooting
- Support of all Desktops / Laptops / Printers – Hardware, Software, OS
- Active Directory, Ticketing System, Remote Desktop Support, Outlook
- Web Design, Installation and Configuration of Network Hardware, OS Imaging
- New PC Deployment and Installation

May 08-April 09

Contract – I.T. Technician

The Fountain Group / Position at Lexmark – Bldg 1 (PC Depot) / Lexington KY
10012 North
Dale Mabry Hwy
Suite 211 Tampa, Florida 33618
866-416-1960 / 859-232-7235

- Complete Customer Support – PC Troubleshooting
- Installation of New Operating System, Transfer of data, and Configured for user
- Hardware and Software Support for Dell Desktops and Dell / IBM Laptops
- IBM Lotus Notes Configuration and Troubleshooting

Oct. 07 - Jan. 08

Contract - I.T. Field Service Technician

RCM / Position at BancTec Lexington KY
5001 Lbj Freeway Suite 176
Dallas, TX 75244
469-341-6000

- Full Field Support for Dell Desktops, and Laptops
- *DCSE Certified November 2007*
- Troubleshooting and Complete Repair of Lexmark Laser

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Nov. 06 - Oct. 07

Contract - Senior Lab Technician

Analyst International / Position at Lexmark – Bldg 35 (2nd Floor) / Lexington KY
2365 Harrodsburg Rd.
Lexington, KY 40550
859-233-0001

- Full Support for Lab and Department (12 Engineers) on R & D Project – Low End Color Laser Printer – worked with the engineers' specific needs for the project
- Complete Logistical Support / Excellent Skill Set in Microsoft Excel
- Troubleshooting of Low End Color Laser Printer – (photo conductivity / developer unit)
- Automated Project Testing for Firmware Code Team / Technical Documentation Included

Dec. 05 - Nov. 06

I.T. Systems Technologist

Apollo Oil
1175 Early Drive
Winchester, KY 40391
859-744-5444

- Maintain Company Network (Cisco Routers & Switches - 5 Sites - point to point)
- Microsoft Server 2000 & 2003 / Microsoft Exchange Server 2003 / Citrix Server
- Active Directory / DNS / Primary DC / DHCP
- PC Hardware / Software Support (On Site and Remote – Laptops and Desktops)
- Wireless Router Configuration
- Web Design – Maintained Company Website (Dreamweaver 8)
- Worked with Microsoft Visio – Mapped out entire Company Network

Nov 02 - Dec. 05

I.T. Instructor

Clark / Montgomery Counties Area Technology Center
Boone Ave. / 682 Woodford Dr.
Winchester, KY 40391 / Mt. Sterling, KY 40353
859-744-1250 / 859-498-1103

- 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)

Oct. 98 - Oct. 01

Field Support Engineer

Rockwell Automation (Cincinnati, Ohio Office)
9355 Allen Rd.
West Chester, OH 45069
513-603-6500
Field Support Engineer at GM Truck & Bus Plant, Moraine Ohio

- Certified Training / Experience in Allen-Bradley's newest Automation at the time; The Controllogix PLC Platform. It includes Rslinx Software, Devicenet & Controlnet Communications, Panelview 1000 HMIs and Rslogix 5000 and it's associated I/O.

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March 96 – Oct. 98

Laboratory Technician

Whirlpool Corporation / Dayton Technology Center (Moved to Benton Harbor, MI)
3800 Space Drive
Dayton, OH
Lab Technician

- 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

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)
FortiClient Letter of Recognition (VP of Rockwell Automation - July 01)
FortiGate
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)
Linx 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)

I.T. EXPERIENCE:

More than 15 Years Total of Professional I.T. Experience
Negotiable Managed Complete Deployment of Microsoft Surface Pros
Successfully Completed Instructor Cisco Academy
3 years of Teaching Tech. Ed. (Cisco Networking, A+, & Web Design)
Complete Desktop & Laptop Hardware / Software Support
Complete Ricoh, Lexmark, Dell & HP Printer Hardware Support
Professional troubleshooting of all PCs, Printers & LANs
3 years of Industrial Automation (Allen Bradley PLCs)
5 years Custom Webpage Design

SOFTWARE BACKGROUND:

Office 365 / Office 2019, 16,10,07
Windows Enterprise 10,8,7
Outlook 2003,07,10,16, 19 / Lotus Notes 9
Servers 2022, 16,12,08,03,2000, NT - AD, DNS, DHCP
SCCM / Image X / Ghost / PING / Desktop Central
Symantec Endpoint Protection /
VPN – Cisco AnyConnect /

Cisco Call Manager / I.P. Phones / VM / Ring Central
HTML / JavaScript / PHP – Web Design
Cisco Router/Switch Configuration
Adobe Dreamweaver/ Fireworks/Flash
PLC Experience – Rs Logix / PLC5 / Rs
Visual Basic 6.0 & 2008, C++, FORTRAN
AutoCAD V12

SALARY REQUIREMENTS:

REFERENCES:

Available Upon Request