THOMAS A. SPRINKLE

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

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

CERTIFICATIONS: DCSE (2009), CCNA (2004), A+ (2002)

EDUCATION:

Associate degree: Engineering Science
Sinclair Community College, Engineering Department, Dayton, OH

Bachelor's Degree: Career and Technical Education
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' and 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 DB 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 (Voicemail)

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

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** 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** Plant 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

SOFTWARE BACKGROUND:

Windows Enterprise 11, 10, 8, 7
Office 365 / Office 2019, 16, 10, 07 , 03

Outlook 2019, 16, 10, 07, 03 / Lotus Notes

Microsoft BitLocker, AD, MBAM
Servers 2022, 16, 12 - AD, Azure, DNS, DHCP, TCP/IP
SCCM / DSSM / Image X / Ghost / PING / Desktop Central
Symantec Endpoint Protection / FortiClient / CrowdStrike / ThreatLocker
VPN – Cisco AnyConnect / FortiGate
Cisco Call Manager / I.P. Phones / VM – Cisco Unity / Ring Central / Webex
HTML 5 / JavaScript / PHP – Web Design
Adobe Dreamweaver
Cisco Router/Switch Configuration
PLC Expérience – RsLogix / PLC5 / RsLinx
Visual Basic 6.0 & 2008, C++, FORTRAN
 AutoCAD V12 / 2022 /2025

I.T. EXPERIENCE:

15+ Years of Professional I.T. Experience – Desktop Support
Managed Complete Deployment of Microsoft Surface Pros
3 years I.T. Instructor. (Cisco Networking, A+, & Web Design)
Successfully Completed 'Instructor Cisco Academy'
Complete Desktop & Laptop Hardware / Software Support
Ricoh, Lexmark, Dell & HP Printer Hardware Support
Professional troubleshooting of desktop PCs, Laptops, Printers & LANs
3 years of Industrial Automation (Allen Bradley PLCs)
5 years Custom Webpage Design

SALARY REQUIREMENTS: Negotiable

REFERENCES: Available Upon Request