

## Contact

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[github.com/tpsapp](https://github.com/tpsapp) (Portfolio)

## Top Skills

JavaScript  
Cascading Style Sheets (CSS)  
HTML

## Languages

English

## Certifications

MCSE1: Windows 2000  
MCPS: Microsoft Certified  
Professional  
MCSA1: Windows 2000  
ITIL Foundation in Information  
Management

# Thomas Sapp

Senior Analyst Desktop Support and Lead Developer  
Greater Phoenix Area

## Summary

Seasoned IT Leader and Software Developer with over 24 years of comprehensive experience spanning customer service, technical support, and full-stack development. Currently, at CVS Health, I manage a team of desktop technicians, ensuring robust hardware and software support for 2000+ local and remote employees, consistently meeting SLA targets, and driving key project initiatives. My leadership extends to contributing actively to regional business planning and IT strategy.

Concurrently, as the owner of Sappsworld Programming, I develop custom software solutions for Windows, Linux, and Android, alongside designing and maintaining client websites (WordPress, PHP, MySQL).

Technical Proficiencies: C#, Java, C++, C, VB, Pascal, HTML, XHTML. Certifications: Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Solutions Associate (MCSA). Committed to leveraging technology to solve complex challenges and deliver innovative solutions.

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## Experience

### CVS Health

27 years 2 months

#### Senior Analyst Desktop Support

May 2025 - Present (1 month)

Scottsdale, Arizona, United States

Delivered comprehensive in-person and remote technical support for 5000+ end-users, resolving complex hardware, software, and network issues across diverse platforms including Windows, macOS, and mobile devices. Supported a wide range of enterprise applications such as Microsoft Office 365, CRM/ERP systems, and security tools. Developed and maintained scripts (PowerShell, Python) and custom applications to automate routine

IT tasks and streamline support processes. Contributed to major IT projects, maintained technical documentation, mentored junior staff, and ensured IT security compliance.

#### Associate Manager Production Support

October 2022 - May 2025 (2 years 8 months)

Scottsdale, Arizona, United States

Responsible for managing the activities of a team of Desktop Technicians that are responsible for the support of CVS Health hardware and software computing components. Responsibilities include; but are not limited to; managing schedules, processing employee reviews, assigning work, and the support of project initiatives. Ensures department goals are supported and met, while ensuring department is providing prompt, efficient customer service within the established SLA. Responsible for making decisions related to team personnel matters. May provide assistance and input to the regional business plan and strategy, and communication of the plan to the regional teams. Directs the Team in the development and continuous learning in the technical field.

#### Senior Analyst Production Support

April 1998 - October 2022 (24 years 7 months)

Scottsdale, Arizona, United States

Various duties to include hardware and software support for 2000+ employees local and remote. Support of Various applications that include, but are not limited to, Siebel, IBM OS/390, IBM AS/400, Windows NT 4, Windows 2000, Windows XP, Windows 98, Avaya CenterVu, MS Office, and various other applications.

#### Sappsworld Programming

Lead Developer

September 2011 - Present (13 years 9 months)

Phoenix, Arizona, United States

Owner of Sappsworld Programming where I am responsible for the design, development, and deployment of custom software solutions across diverse platforms, including Windows, Linux, Android, and Web environments. Managed the full software development lifecycle, utilizing a wide array of technologies such as .NET, Java, Python, C#, and modern JavaScript frameworks. Oversaw technical architecture, ensuring adherence to coding best practices and collaborating with stakeholders to deliver high-quality, scalable, and robust applications tailored to specific business needs.

### Talent Tree Staffing

#### Customer Service Rep

September 1997 - April 1998 (8 months)

Scottsdale, Arizona, United States

Under contract with PCS Health Systems, I answered phone calls regarding pharmacy benefit coverage from the client insurance companies and their members.

### Avnet

#### Microwarehouse Worker III

May 1995 - September 1997 (2 years 5 months)

Chandler, Arizona, United States

I was responsible for filling customer orders from inventory, accepting new inventory in to the warehouse, packaging and shipping of customer orders, and training of new employees.

### ChexSystems

#### Customer Service Rep

May 1994 - May 1995 (1 year 1 month)

Phoenix, Arizona, United States

I answered calls from financial institutions regarding the prospective clients financial and banking histories specifically pertaining to any past fraudulent activity.

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## Education

### Strayer University

Bachelor of Science in Information Technology, Concentration in Programming Technology · (2016 - 2021)

### Intense School

MCSE/MCSA, Microsoft Certification · (2002 - 2002)

### McClintock High School

Diploma, High School Diploma · (1992 - 1994)