Troy Gansler

San Diego, California ✉ troy.gansler@gmail.com ☐ 2067793606 🔗 in/troygansler ☁ troygansler.com

SUMMARY

Results-oriented IT professional with 8+ years of experience optimizing IT infrastructure and delivering exceptional technical support. Proven ability to troubleshoot complex hardware and software issues, implement network solutions, and enhance system performance. Expert in Windows Server, Active Directory, cloud technologies (AWS, Azure), and virtualization. Demonstrated leadership in driving IT projects and providing technical guidance to users. Possessing strong analytical, communication, and problem-solving skills.

SKILLS

Technical Skills: Windows Server, Windows 10/11, Active Directory, AWS, Azure, Docker, Cloudberry, Exchange, Cisco Meraki, VMware, DNS, DHCP, Wireshark, GPO, Linux, PowerShell, SCCM, PDQ Deploy, NinjaOne, Jira, Office 365, Google Workspace, Intune, Jamf
Soft skills: Teamwork, time management, communication, adaptability, interpersonal, critical thinking
Leadership: Self-starter, problem solver, motivator, take initiative to complete tasks with minimal supervision

EXPERIENCE

Product Support Systems Administrator
Bruker Corporation   June 2022 - Present, San Diego, CA
Member of a team responsible for ensuring product success and helping advance the frontier of spatial biology.
 • Managing system upgrades, networking, backups, and installations for devices running Windows 10, Docker Hyper-V virtual machines and PostgreSQL databases, increasing system recovery times by 75%.
 • Ensuring that system security and compliance requirements are met for Windows 10 and Server 2019 machines.
 • Monitoring system performance and troubleshoot issues utilizing Splunk logging and LogMeIn Rescue.
 • Collaborating with cross-functional teams to ensure that Bruker Corporation's products are properly supported and maintained.
 • Providing technical support to customers, including implementation, troubleshooting, training and issue resolution.

IT Systems Administrator
Bassetti Architects   March 2020 – June 2022, Seattle, WA
Fast paced position as internal IT administrator and for a large architecture company providing technical and network support remotely and onsite.
 • Spearheaded Active Directory rebuild and Exchange migration project.
 • Researched and implemented new virtual desktop infrastructure solution for office expansion, increasing productivity by 35%.
 • Managed user security permissions, server storage and resources supporting 200 users, ensuring a 99% uptime.

IT Support Administrator
Alliance Packaging   March 2018 – March 2020, Renton, WA
Active position as an internal IT administrator for a large manufacturing company providing technical support with a small team.
 • Led windows 10 migration project for all 250 company computers, increasing security and system performances by 30%.
 • Optimizing computer system operations and improve performance where possible through patch management and equipment upgrades.

Systems Administrator
Atomic Infotech   August 2017 - January 2018, Issaquah, WA
Dynamic position in a managed service provider environment providing tier 2 support remotely and onsite. Established interpersonal relationships with clients and regularly discussed networking issues, provided system maintenance, and resolved any end user issues utilizing a ticketing system.
 • Scrutinized and managed business-critical data, through documentation and network backups ensuring data integrity and security.

IT Support Specialist
3D Corporation   July 2016 - July 2017, Bellingham, WA
Fast paced position in a managed service provider environment providing 1/2 level support with tasks involving support ticket management, escalation, face to face troubleshooting, investigation and reporting.

CERTIFICATIONS

CompTIA Sec+ Certification

EDUCATION

BA, Concentration in Management Information Systems
Western Washington University