Troy Gansler

troy.gansler@gmail.com | /in/troygansler | troygansler.com

SUMMARY

My passion lies in the space where technology and business align. I am constantly seeking ways to expand my technical expertise to provide the best proactive IT support. Solution-oriented professional offering 5 years of hands-on experience spanning software and hardware support, and network administration.

HIGHLIGHTS

- **Technical Skills:** Windows Server, Active Directory, Azure, Citrix, Linux, macOS, Microsoft Exchange, Cisco Meraki, VMware, Office 365, Barracuda, WatchGuard, Jira, PowerShell, SQL, PDQ, RMM, Antivirus
- **Analytical skills**: Proven record of identifying, troubleshooting, and resolving technical issues through analytical thinking and teamwork
- **Leadership**: Self-starter, problem solver, motivator, take initiative to complete tasks with minimal supervision
- **Communication Skills**: Professional written & verbal communication with users and management on a daily basis

EXPERIENCE

IT Systems Administrator   Seattle, WA   March 2020 - Present
Bassetti Architects

Fast-paced position as single internal IT administrator and for a large architecture company providing technical and network support remotely and onsite.

- Actively monitor and ensure workstation uptime through RMM tools
- Managing security permissions and group policy
- Utilizing ticketing system to deliver quick customer service
- Managing IT knowledge base and hardware inventory
- Training users on software and providing technology consulting
- Researching, testing , and implementing new software products
- Automate storage retention with scripting and deploying software and upgrades
- Maintaining and optimizing workstation hardware and provisioning new equipment

IT Support Administrator   Renton, WA   March 2018 – March 2020
Alliance Packaging

Active position as an internal IT administrator for a large manufacturing company providing technical support with a small team. Completed requested projects in minimal time and completed large windows migration project.

- Providing maximum uptime for systems related to internal reports and customer orders
- Increasing user efficiency by modifying workstations running Windows and macOS
- Upgrading and maintaining communication equipment and Audiovisual Systems for swift business communication
- Helping improve users computer skills and arrange for formal training, as needed
- Optimizing computer system operations and improve performance where possible through patch management and equipment upgrades

Systems Administrator   Issaquah, WA   August 2017 - January 2018
Atomic Infotech

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
- Increased companies output efficiency through hardware and software configuration
- Troubleshot server issues and line of business software, hardware, and connectivity issues

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EXPERIENCE

IT Support Specialist   **Bellingham, WA** July 2016 - July 2017
3D Corporation

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.

- Responded, evaluated, and prioritized user requests for assistance experiencing problems with software, hardware, networking, and other computer-related technologies by telephone, e-mail, and in-person
- Actively worked in Windows Server environments, conducting networking tasks and monitoring systems
- Documented solutions whenever performed in a knowledge base to improve company efficiency

EDUCATION

Western Washington University   **Bellingham, WA** March 2014 – June 2016

BA, concentration in **Management Information Systems**
- IT Leadership Team
  - Faculty selected program where selected students help organize and implement various IT conventions and networking opportunities throughout each year
- Assisted MIS students through tutoring sessions and weekly campaigns maintaining a collaborative effort to help create networking opportunities between students and local professionals