

Bruce E. McGregor

EXECUTIVE SUMMARY

Highly analytical IT professional with 17+ years of experience delivering Tier 2/3 infrastructure, network, and systems support. Proven track record managing complex MSP environments, encompassing Microsoft Azure/M365, advanced networking (firewalls, routing, VLANs), server administration (Windows Server 2008-2025, Hyper-V), and robust disaster recovery solutions. Internal Subject Matter Expert (SME) for Microsoft Operating Systems, dedicated to resolving escalations, performing security remediation, and maintaining seamless operations for 300+ end-users.

CORE COMPETENCIES

- Tier 2/3 Escalation & Support • Microsoft Azure & M365 • Server Infrastructure (On-Prem/Cloud)
- Network Troubleshooting (VLANs, Routing) • Firewalls (Sophos, Calyptix, SonicWall) • Virtualization (Hyper-V)
- Backup & DR (Veeam, TrueNAS, iSCSI) • Security Audits & Remediation • PowerShell Automation

PROFESSIONAL EXPERIENCE

Red One Corporation (MSP) | Smyrna, GA | 11/2018 – Present

Systems Administrator (Tier 2/3 MSP Support)

- Serve as the Tier 2/3 escalation point and internal Microsoft OS SME for a diverse MSP portfolio, mentoring peers and ensuring seamless operations for 300+ end-users across hybrid environments.
- Managed the IT infrastructure separation during a client corporate divestiture, coordinating with a third-party MSP to seamlessly migrate the divested entity into an independent Office 365 tenant.
- Administer Office 365 environments utilizing both the web portal and PowerShell, leveraging custom scripts to automate routine administrative tasks and streamline system configurations.
- Orchestrated the recovery of a failing monolithic VM by redesigning the architecture into two dedicated Windows Server 2025 VMs (DC and File Server) to enhance security and performance.
- Deployed a Linux Mint VM on Hyper-V hosting a UniFi OS controller to manage 10 APs and 3 switches; architected dedicated VLANs isolating Guest Wi-Fi and high-bandwidth Video Production traffic.
- Engineered geo-fencing Conditional Access policies in Entra ID blocking unauthorized international O365 logins, utilizing SaaS Alerts for continuous monitoring and rapid threat response.
- Architected a cost-effective DR solution using Veeam Community Edition and TrueNAS SCALE (repurposed Datto SIRIS), configuring iSCSI LUNs over an isolated, high-MTU storage LAN to Hyper-V hosts.
- Spearheading comprehensive firewall security audits (Sophos, Calyptix, SonicWall) and driving strategic MFA rollouts across client organizations to harden access controls.
- Executed seamless cloud-to-cloud email migrations (e.g., Bluehost to M365 Exchange Online) ensuring zero data loss, and currently implementing Entra Connect for hybrid AD synchronization.

Inspire Brands | Sandy Springs, GA | 07/2018 – 10/2018

Support Technician (Contract)

- Provided dedicated remote support and managed network connectivity utilizing Cisco Meraki and SonicWall technologies, ensuring rapid incident resolution for corporate systems.

Crawford & Company | Atlanta, GA | 08/2017 – 04/2018

Desktop Support Technician Level III (Contract)

- Delivered Tier 3 local/remote support via ServiceNow and maintained vSphere virtualized environments and mass hardware deployments.

Inalfa Roof Systems | Acworth, GA | 10/2016 – 01/2017

Helpdesk / Systems Administrator

- Assisted in major network infrastructure upgrades (Cisco/Dell) and engineered universal OS images to streamline deployment processes across various hardware configurations.

Dell Services Federal Government at CDC | Atlanta, GA | 12/2014 – 10/2016

IT User Support Specialist

- Functioned as Tier 2 escalation support resolving complex issues for remote VPN teleworkers via Citrix workspaces, consistently meeting strict SLAs.

EDUCATION & CERTIFICATIONS

- Certifications & Training: CCNA Boot Camp, HP ITIL Service Management Awareness, Implementing & Administering Microsoft Windows Directory Services, Supporting MS Windows Network Infrastructure
- Education: Northwest Catholic High School, West Hartford, CT