

KEEGAN CRUTE

Detroit Metropolitan Area

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SUMMARY

Systems & Cloud Support Engineer with experience supporting multi-tenant environments, cloud identity platforms, endpoint security tools, and MacOS/Windows/Linux systems. Strong foundation in Azure AD/Entra ID lifecycle sync, Microsoft 365 administration, DNS/DHCP fundamentals, and virtualization basics (Hyper-V/VMware). Skilled in troubleshooting authentication/MFA issues, cloud service performance, and cross-stack issues spanning identity, networking, and applications. Built automation using Python and REST APIs to improve reporting, configuration validation, and scaling across 300+ organizations. Recognized for rapid learning, deep technical troubleshooting, and authoring documentation/SOPs that enhance operational efficiency.

EXPERIENCE

Security, Systems & Cloud Support Engineer (Promoted Twice)

Bullfrog Group, LLC — Troy, MI | Sep 2024 – Nov 2025

Supported a multi-tenant MSP environment managing 300+ customer organizations across identity, endpoint security, cloud platforms, and systems infrastructure. Provided Tier 2/3 support across Azure AD/Entra ID, Microsoft 365, Windows/Mac/Linux endpoints, and cross-stack cloud access issues.

- Diagnosed user provisioning and identity lifecycle sync issues, MFA/SSO authentication failures, conditional access and permission conflicts, certificate/authentication errors, and cloud login issues across Azure AD, M365, and connected applications.
- Deployed and maintained Cisco Secure Endpoint (EDR) and Umbrella Roaming Client; performed DNS-layer investigations, reviewed Umbrella DNS security policies, and remediated endpoint issues.
- Supported virtualization-adjacent issues, including Hyper-V VM access, RDP session troubleshooting, GPO/OU corrections, and Linux-based EDR/automation agent deployments.
- Delivered 60+ cloud application deployments (Webex platform, Secure Endpoint, Umbrella), including Azure AD integration, RBAC/permissions mapping, device provisioning, lifecycle configuration, CRM integration, and IT admin/end user onboarding.
- Conducted 60+ structured training sessions for IT administrators and end users on cloud platforms, identity integrations, and administration best practices.

- Built Python + REST API automations for multi-tenant reporting, OAuth token refresh, license/overage auditing, configuration validation, number/PSTN mapping, and identity/authentication data extraction.
- Managed a Linux (Ubuntu Server) automation host running cron-driven reporting pipelines and OAuth-authenticated API jobs supporting customer success, engineering, and accounting teams.
- Authored SOPs, runbooks, onboarding workflows, and troubleshooting guides covering identity, cloud administration, endpoint security, and automation processes.

Promotion Path:

- *Help Desk Specialist → Cloud Support Engineer (Nov 2024)*
- *Cloud Support Engineer → Systems & Cloud Support Engineer (Mar 2025)*

Help Desk Specialist (Tier 1–2)

Bullfrog Group, LLC — Troy, MI | Jun 2024 – Sep 2024

- Provided Tier 1–2 support for identity, endpoint, networking, and cloud access issues in a multi-tenant MSP environment.
- Resolved DNS/DHCP conflicts, VPN failures, certificate/authentication errors, and Microsoft 365 access issues.
- Supported onboarding, account lifecycle management, device provisioning, and cloud application setup.
- Improved internal documentation and troubleshooting procedures to increase team efficiency and consistency.

Customer Service & Operations Roles

Various Employers — 2014–2024

High-volume customer-facing experience across hospitality, retail, and fitness environments. Strengthened communication, reliability, and service-oriented skills that form the foundation of my approach to IT support and troubleshooting.

- Handled daily customer interactions, issue triage, and service escalations
- Trained new staff on procedures, tools, and task workflows
- Maintained reliability and accuracy in fast-paced environments
- Developed strong communication, de-escalation, and problem-solving skills

CORE SKILLS

Systems & Cloud:

Windows Server (foundational), Azure AD/Entra ID, Microsoft 365 administration, identity lifecycle & access troubleshooting, cloud application deployment (Webex, M365), virtualization fundamentals (Hyper-V/VMware), VM provisioning basics, Linux fundamentals

Networking:

DNS, DHCP, TCP/IP, NAT, VPN, DNS-layer security (Umbrella Roaming Client & SIG)

Security:

Cisco Secure Endpoint (EDR), Cisco Umbrella (Roaming Client + SIG-A/E), Cisco Secure Email Threat Defense, log analysis, MFA/SSO troubleshooting (Duo, Entra ID)

Automation:

Python scripting, REST APIs, OAuth flows, JSON, Git/GitHub, Bash (Zsh), PowerShell fundamentals

Operational:

SOP & runbook creation, customer training, cross-team communication, multi-tenant cloud troubleshooting, systems thinking

PROJECTS & AUTOMATION

Python Automation Toolkit

Developed multi-tenant automation scripts for reporting, OAuth token refresh, identity/authentication data extraction, license/overage tracking, and configuration validation across 300+ cloud organizations.

EDR & DNS Security Deployment

Deployed Cisco Secure Endpoint (EDR) and Cisco Umbrella Roaming Client; performed DNS-layer investigations, validated Umbrella security blocks, and supported policy application/troubleshooting.

Cloud Identity Troubleshooting Lab

Diagnosed Azure AD user sync issues, MFA/SSO failures, DNS misconfigurations, permission conflicts, and certificate/authentication errors affecting cloud login flows.

CRM + Cloud Automation

Built internal Zoho CRM → RevIO automation using API calls and Deluge scripting to streamline customer onboarding and account provisioning.

Browser Workflow Extension

Published a Chrome/Firefox extension enabling click-to-dial and workflow automation for customer service and sales teams.

Linux & Virtualization Lab

Built Linux (Ubuntu Server) and Windows VMs using VMware/VirtualBox to practice identity integration, endpoint security deployment, service hosting, and systems troubleshooting.

CERTIFICATIONS

Security & Cloud Security:

- Cisco Secure Endpoint Deployment Stage 2
- Cisco Umbrella MSSP Console Onboarding
- Cisco Security Essentials Stage 1

Systems, Networking & Infrastructure:

- Cisco Meraki Network Associate (CMNA)
- Cisco AIOps Stage 1
- Webex Control Hub Professional
- Webex Contact Center Expert
- Cisco Collaboration SaaS

Customer Experience & Service Management:

- Cisco Customer Success Manager
- ITIL v4 Foundation

Data, AI & Modern IT Foundations:

- Cisco AI Data Fundamentals

EDUCATION

Associate of Applied Science — Cybersecurity

Oakland Community College | 2022–2024