

ROBERT MCGREGOR

LEARNING MANAGEMENT SYSTEM ADMINISTRATOR

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PROFESSIONAL PROFILE

Accomplished IT applications LMS Administrator with over a decade of experience managing, configuring, and supporting diverse learning platforms and applications for academic institutions, corporate enterprises, and healthcare organizations. Adept at coordinating with IT teams, vendors, and stakeholders to ensure seamless integration, troubleshooting technical issues, and maintaining system reliability. Skilled in designing SCORM-compliant, ADA-accessible courses and resources using industry-standard tools, while producing user documentation and training programs that increase platform adoption and reduce support demands. Known for fostering collaborative relationships, streamlining workflows, and ensuring accurate user data and reporting to support operational and compliance requirements.

CORE COMPETENCIES

- LMS Administration/Maintenance
- Issue Troubleshooting
- System Reporting
- Data Migration
- ADDIE Model
- Articulate 360 (Storyline, Rise)
- Adobe Captivate
- SCORM, AICC, API, xAPI
- Accessibility & ADA Compliance
- LTI & API Integrations
- Ticket Management
- Content Migration
- Project Management
- Assessment Design & Analysis
- Instructional Design
- Process Development
- Remote Collaboration
- SOP Creation
- Training and Support
- Cross-Functional Collaboration
- Technical Troubleshooting

WORK EXPERIENCE

PARTECH – REMOTE | DECEMBER 2025 – MAY 2026

Education Technology Administrator

- Directed day-to-day administration of Partech's learning management system, Par Academy (Exceed LMS).
- Directed day-to-day operations of Partech's Knowledge Base via Right Answers and Salesforce.
- Directed day-to-day operations of Partech's Level AI program.
- Worked with SMEs to create and update courses in Par Academy.
- Identified and implemented process improvements across all systems.

KEY ACHIEVEMENTS

- Developed and created Par Academy's Data Warehouse.
- Streamlined the process for onboarding new team members.
- Helped migrate Partech's knowledgebase from RightAnswers to Salesforce.

BEAL UNIVERSITY – REMOTE | APRIL 2023 – JULY 2025

Learning Solutions Administrator

- Directed day-to-day administration of Canvas LMS with a focus on ensuring optimal performance, timely updates, and consistent application of permissions, roles, and access controls.
- Installed, assessed, and maintained LTI integrations to expand system functionality and enhance instructional delivery.
- Coordinated with publisher representatives to integrate digital course materials and guaranteed compatibility with the LMS environment.
- Designed and built Canvas courses, including reusable templates and shells to streamline faculty preparation.
- Produced high-quality video and document tutorials that improved end-user understanding and reduced dependency on live support.
- Delivered prompt and accurate LMS assistance to faculty, staff, and students, resolving access, navigation, and content issues.
- Generated and distributed weekly reports while fulfilling ad-hoc data requests to support instructional and administrative decision-making.

KEY ACHIEVEMENTS

- Reduced recurring technical issues by developing a centralized resource hub with self-service guides for common faculty and student needs.
- Enhanced course consistency and efficiency through the creation of a standardized Canvas course template adopted across multiple programs.
- Led the development of a scalable course creation process, ensuring alignment with instructional design best practices.

COOPER SURGICAL – REMOTE | AUGUST 2021 – FEBRUARY 2023

IT Application Administrator

- Oversaw day-to-day operation and stability of the Bridge and Docebo LMS while ensuring smooth navigation and dependable access for users across the organization.
- Designed and administered SCORM-compliant courses to meet internal training requirements and regulatory guidelines.
- Authored and implemented SOPs to standardize administrative tasks, improve onboarding, and maintain consistent content management.
- Provided Tier 1 technical assistance to staff by diagnosing issues and coordinating with higher-level support teams when necessary.

KEY ACHIEVEMENTS

- Led and managed the end-to-end migration from Docebo to Bridge, ensuring a seamless transition and minimal disruption.
- Consolidated training modules into a unified Bridge LMS structure, streamlining onboarding and improving tracking of employee progress.
- Designed and facilitated staff training programs for CRM and ERP applications, improving user adoption and system efficiency.

ST. CLAIR COUNTY COMMUNITY COLLEGE – PORT HURON, MI | MAY 2013 – JULY 2021

Director of Academic Technology

- Served as lead administrator for Canvas LMS and oversaw activities related to platform setup, updates, integrations, and user management.
- Managed multiple educational technology platforms, including EvaluationKit and Respondus, while ensuring alignment with instructional goals and data reporting needs.
- Led online course development initiatives and collaborated with faculty to ensure instructional quality and compliance with accessibility standards.
- Maintained and coordinated deployment of iPads for nursing and biology departments to enhance hands-on learning.
- Represented the college in Michigan Colleges Online (MCO) initiatives and managed semesterly data uploads and technical coordination.
- Delivered responsive LMS and technology support to faculty, students, and staff to ensure minimal downtime and a positive learning experience.

KEY ACHIEVEMENTS

- Directed the migration from Blackboard to Canvas, leading data transfer, faculty training, and course redevelopment efforts, resulting in a smooth institutional transition.
- Implemented and managed a school-wide iPad loan program to expand student access to technology.
- Created the vision and obtained funding for the Online Learning Innovation Room.
- Created and streamlined the collaboration process between SMEs and instructional designers for efficient online course development.

EDUCATION

MASTER OF ARTS IN EDUCATIONAL TECHNOLOGY | AUGUST 2010 – MAY 2012

Saginaw Valley State University | GPA: 4.0

BACHELOR OF ARTS IN ELEMENTARY EDUCATION | AUGUST 2002 – MAY 2005

Saginaw Valley State University | GPA: 3.6

AWARDS AND HONORS

- *The Instructional Designer Certificate Program – Online Learning Consortium*
- *Canvas Certified Educator – Instructure*
- *Applying the QM Rubric (APPQMR) – Quality Matters*

TECHNICAL EXPERTISE

- **LMS Platforms:** Canvas, Blackboard, Moodle, Webstudy, Docebo, Bridge, Lightspeed LMS.
- **Instructional Design & eLearning Tools:** Articulate 360 (Rise, Storyline), iSpring, Adobe Captivate, ScreenPal, TechSmith Camtasia, Adobe Creative Suite, SCORM, Universal Design for Learning (UDL), Quality Matters, ADDIE Model, Backward Design, Bloom's Taxonomy.

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- **System & Content Management:** ServiceNow, EvalKit, Respondus, Zoom, Kaltura.
 - **Multimedia & Content Development:** Video tutorials, PDF guides, interactive troubleshooting modules.

VOLUNTEERISM

- *Volunteer Dog Walker at Local No-Kill Shelters – Provided daily exercise and socialization for shelter dogs, contributing to their overall well-being and adoptability.*

ADDITIONAL INFORMATION

Interests: Running, cryptocurrency, hockey