

# IT Networking Workflow Examples/Scenarios

- 1. Automation/Identity Management** Automated promotion and permission updates by integrating Microsoft Active Directory with the HRIS platform, and ServiceNow syncing user roles, automating ticket creation and approvals, access levels, etc.  
*Example: Built an HR-IT-Ticket workflow that pulled promotion data from the HRIS and automatically updated group memberships in Active Directory. This ensured that when an employee was promoted in our SaaS platform (Dutchie), their permissions for corporate systems (email, file shares, retail POS, etc.) were updated instantly without requiring IT to manually adjust access.*
- 2. Documentation** Documented troubleshooting guides and KB articles (e.g., debit terminals, printers, VOIP phones, network device escalations) for consistency across teams.  
*Example: Authored over 10+ troubleshooting guides for retail staff, internal employees, and share holders to help bridge the gap between IT services and corporate staff.*
- 3. Vendor Management** Worked with vendors such as Command Link and ISPs to restore connectivity on downed devices and ensure uptime for critical business operations.  
*Example: Partnered with Command Link to troubleshoot a downed circuit at a high-volume retail store; escalated issue until ISP dispatched techs on-site to restore uptime.*
- 4. Incident Response** Served as an incident response point for retail sites and offices, coordinating recovery for downed modems, ISPs, firewalls, and power units (UPS/POE switches) to restore network functionality quickly.  
*Example: Responded to an outage at a retail site caused by a failed UPS; coordinated with facilities to restore power with backup generator until power was restored and brought the firewall and modems back online with Starlink failover.*
- 5. Smart Infrastructure** Implemented and monitored smart plugs to remotely power cycle and restore functionality of critical networking equipment when emitting spotty connectivity.  
*Example: Monitored and used smart plugs to remotely power cycle Meraki modems at retail stores, restoring connectivity without needing on-site staff intervention.*
- 6. VPN/Remote Access** Configured site-to-site VPNs and client VPNs using Cisco Secure Client, Fortinet, and Meraki for secure remote access.  
*Example: Configured Meraki Client VPN for remote users during a retail store outage so managers could securely access POS systems from laptops at home.*
- 7. Firewall/Security** Managed firewall rules and policies on Fortinet and Meraki to segment networks, enforce security, and resolve access issues.  
*Example: Updated Fortinet firewall rules to block unauthorized inbound traffic after malware was detected on a corporate workstation.*
- 8. Switching/Ports** Performed switch port activations and configurations for new devices, including VLAN assignments, access control, and troubleshooting connectivity.

*Example: Statically assigned VLANs/Ips on switch ports and corresponding wall ports for newly installed printers, phones, security PC's, etc.*

9. **WAN/ISP** Troubleshot WAN failovers (WAN1/WAN2) during ISP outages across retail sites, ensuring minimal downtime.  
*Example: Troubleshot WAN failovers where the primary ISP went down at a retail site; ensured backup circuit took over and worked with ISP to restore service.*
10. **Monitoring** Monitored networks with SolarWinds, Meraki, and Fortinet to identify bandwidth hogs, track outages, and escalate critical incidents.  
*Example: Used SolarWinds to identify high bandwidth usage on Aps, used Meraki to track down IP's on Layer 1 devices and check for misconfigurations, used Fortinet to monitor switches and circuits to minimize downtime if something failed. (UPS, Router, ISP, etc)*
11. **Wireless** Designed and supported wireless networks using Meraki, separating staff SSIDs with proper security controls.  
*Example: Configured Meraki APs at a retail site to separate guest Wi-Fi from employee Wi-Fi, preventing interference with POS terminals and ensuring PCI compliance.*
12. **VoIP/Telecom** Provisioned and maintained VoIP phones (AVOXI softphone, Switchvox pbx, Poly CCX 400, MS Teams Softphone), including troubleshooting call routing and IVR configuration.  
*Example: Provisioned Poly CCX 400 phones in a new office wing, ensuring extension routing and 911 compliance were working before the space went live.*
13. **Printing/Hardware** Networked and supported enterprise printers (Xerox, Canon, Zebra ZD411), ensuring connectivity, drivers, and escalations.  
*Example: Reconfigured Xerox printers in the corporate office after a network change, ensuring executives could securely scan and email sensitive documents with new print cloud server IP.*