Ethan Swagger

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SUMMARY

Network-focused IT professional with 4+ years of experience supporting large-scale retail environments. Strong background in WAN troubleshooting, multi-site network operations, and improving reliability through practical process changes. Experienced with Cisco Meraki environments, automation-assisted support, and cross-team coordination. Actively pursuing CCNA certification.

TECHNICAL SKILLS

Networking:	WAN/LAN Troubleshooting, VLANs, DHCP, NAT, SSIDs, Firewall Policies, ACLs, Zone-Based Firewall Concepts, Packet Loss & Latency Analysis
Platforms & Vendors:	Cisco Meraki (MX, MS, MR), Cisco IOS / IOS-XE, Juniper (exposure)
Automation:	PowerShell, Ansible, Nagios, Ivanti
Operating Systems:	Windows, Linux (Ubuntu, Debian, FreeBSD)
Certifications:	CCNA (In Progress)

EXPERIENCE

Retail IT Technical Support II (Network Administrator) — *November 2022 – Present*
Kum & Go / Maverik — Des Moines, IA

WAN Engineering & Reliability

- Validated WAN performance for 800+ store locations across 15+ states in 2 days using Cisco Meraki WAN performance statistics, ensuring less than 1% packet loss and optimal latency to proactively identify issues before stores reported problems.

Network Operations & Infrastructure Support

- Supported WAN and LAN connectivity for 750+ retail locations using Cisco Meraki MX, MS, and MR equipment, maintaining uptime across a geographically distributed network environment.
- Maintained VLAN configurations, SSIDs, and DHCP scopes across a large multi-site environment, ensuring consistent network segmentation and IP management.
- Handled escalations involving routing, switching, wireless, and firewall-related connectivity issues, resolving complex problems that Tier 1 support could not address.
- Assisted with firewall policy, NAT, ARP, and related troubleshooting within retail network environments, restoring connectivity for affected store operations.

Network Migrations & Store Rebrands

- Supported large-scale store rebrands involving the transition from the legacy Kum & Go network to the Maverik network, helping standardize infrastructure across the merged organization.
- Migrated and configured Cisco Meraki MX, MS, and MR devices to integrate rebranded stores into the new network environment, enabling unified management and monitoring.
- Verified VLAN mappings, SSIDs, and device connectivity during cutover to ensure minimal disruption to store operations during the transition.
- Assisted with troubleshooting connectivity issues during and after migrations to stabilize rebranded locations, reducing post-migration support tickets.
- Coordinated with internal teams to ensure rebranded sites met network standards prior to handoff, improving the consistency of network deployments.

Automation & Operational Efficiency

- Wrote and maintained automation scripts to assist with deployments, monitoring, and recurring remediation tasks, reducing manual effort for repetitive workflows.
- Used monitoring and alerting tools to identify network issues early, enabling proactive response and reducing mean time to resolution.
- Improved response times by replacing repetitive manual steps with scripted workflows, increasing efficiency for common support tasks.

Documentation, Training & Process Support

- Created and maintained documentation for retail hardware including label printers and other in-store devices, enabling faster issue resolution for support teams.
- Documented repeat issues, fixes, and workarounds encountered during daily support, building a knowledge base for the team.
- Helped train newer team members on troubleshooting workflows, tools, and support expectations, reducing onboarding time for new hires.
- Improved consistency by sharing practical guidance for handling common operational issues, standardizing support practices across the team.

Retail Systems & Operational Support

- Supported POS systems, site controllers, and back-office devices during live store operations, minimizing downtime impact on revenue-generating activities.
- Participated in large-scale initiatives including Outdoor EMV upgrades and POS infrastructure refreshes, contributing to company-wide technology modernization.
- Assisted with incident response to minimize store downtime and operational impact, ensuring business continuity during critical outages.

IT Support Specialist — *September 2021 – March 2022*
Casey's — Des Moines, IA

- Tracked and supported store conversion projects including OEMV and M400 PIN pad deployments, ensuring accurate status visibility for project stakeholders.
- Built Excel-based tracking tools to monitor deployment progress and issue resolution, improving project management visibility for technology rollouts.
- Provided Level 1 remote support for receipt printers, office printers, and back-office systems, resolving common hardware and connectivity issues.
- Performed drive imaging for registers and store computers, preparing devices for deployment to new or refreshed store locations.
- Refurbished, configured, and staged devices for deployment, ensuring equipment was ready for field installation.
- Assisted with warehouse operations and POS equipment assembly, supporting the logistics pipeline for store technology deployments.