

ETHAN SWAGGER

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EXPERIENCE

Retail IT Technical Support II

Kum & Go / Maverik — Des Moines, IA
May 2022 – December 2025

Network and Back-Office Support (Post-Acquisition with Maverik)

June 2024 – December 2025

- Administrated Cisco Meraki MX, MS, and MR infrastructure to support WAN and LAN connectivity across 750+ retail locations. Maintained switchport VLAN assignments, wireless access point SSIDs, DHCP reservations, and firewall rules; resolving wired and wireless connectivity escalations to sustain reliable store operations at scale.

S/T: Worked on network and back office team. Had 750+ locations, at 10 locations across Midwest and West. There would be severe weather events (lightning) and switches would be damaged and need replaced.

A:

1. First, help General Manager to find a backup depot location for a replacement switch.
2. They would travel to the location, then I would assist them remotely to locate.
3. They would bring unit back to retail location, and I would assist with installation
4. Over phone, I would walk them through process of removing old network switch from network rack, disconnecting all cables, installing new network switch, reconnecting all cables, and verifying all cables connected to correct interfaces.
5. Then verify connectivity to the store, and make sure that store operations are working properly with GM.

S/T:

A2:

- 1.

R:

- Established and enforced WAN performance baselines according to Cisco guidelines, aiming for less than 1% packet loss, less than 100ms latency, and 48-hour resolution targets across retail locations in 15+ states using Cisco Meraki WAN analytics; enabling proactive ISP escalation, reduced repeat WAN incidents, and improved store uptime before customer-impacting outages occurred.

S/T:

- We would have meetings with senior folks. It was brought up that stores were having internet issues that weren't being taken care of or addressed. Payment might be working, but most things are down. POS might not be working, customers are angry. Might not even be able to fuel. Very tense situation. Could last for weeks/months. Company might have to accept payments that could bounce later (store and forward).

A:

- Used Cisco Meraki WAN analytics to find issues.
- Created an excel sheet to track internet issues at locations
- Create the knowledge based articles and trained team on these processes
- Proactively resolved the issues before they got too severe for store locations.

R:

- Allowed us to have significantly faster response time to internet issues (metric)
- Increased store up-time, more stable internet connections (metric)
- Presented this to the field team management and network management teams to help them address ongoing issues as well. (how many people?)

Lesson Learned:

- Picking my battles. Learning when it is good enough. Attack the biggest fish first move on.

Go back in time:

- I would create a metric of "what it feels like" for the situations in the store and go off of that. Cisco recommends less than 1% packet loss, but some circuits can have 25% and you don't notice any performance issue. As long as the issue is not perceptible, you could just accept those tolerances.
- Supported retail store rebrands by assisting with the migration of ~350 retail location's Cisco Meraki equipment from the legacy Kum & Go Cisco Meraki organization to the production Maverik Meraki organization, configuring MX, MS, and MR devices, and validating VLAN mappings, SSIDs, and connectivity prior to handoff to field rebrand teams.

Retail Technical Support (Kum & Go)

November 2022 – June 2024

- Supported POS systems, site controllers, and back-office devices during live store operations, participating in large-scale initiatives such as Outdoor EMV upgrades and POS infrastructure refreshes while assisting with incident response to minimize store downtime and operational impact.
- Improved operational efficiency by developing and maintaining PowerShell automation scripts to support deployments and recurring remediation tasks, reducing manual troubleshooting effort and accelerating response times for common issues.
- Assisted with documentation and training by capturing recurring issues and resolutions and helping onboard newer team members to establish troubleshooting workflows and support standards (add impact/result of this)

- Trained new team member on: helping him advance from level X to level Y in the company in only Z amount of time.

IT Support Specialist

Casey's — Des Moines, IA
September 2021 – March 2022

- Supported retail technology deployments (quarterly? Monthly?) by coordinating store conversion projects, including OEMV and M400 PIN pad rollouts, and building Excel-based tracking tools to provide clear visibility into deployment status and issue resolution.
- Provided level-1 remote support for POS peripherals and back-office systems, performing device imaging, configuration, and staging to prepare equipment for store deployment and operational use.

TECHNICAL PROJECTS / HOME LAB

- Designed and built a multi-node virtualized lab environment incorporating zone-based firewalling and managed switching to model enterprise-style security boundaries and traffic flow.
- Operate and maintain Linux-based virtual machines and containers providing core infrastructure services (DNS, NTP, VPN, monitoring/logging), validating connectivity, access controls, and failure scenarios across security zones.

TECHNICAL SKILLS

- **Networking:**
WAN/LAN troubleshooting, VLANs, DHCP, NAT, SSIDs, firewall policies, ACLs, zone-based firewall concepts, packet loss and latency analysis
- **Platforms & Vendors:**
Cisco Meraki (MX, MS, MR), Cisco Catalyst, Juniper SRX and QFX, and Supermicro.
- **Automation:**
PowerShell, Ansible, Nagios, Ivanti
- **Operating Systems:**
Windows, Linux (Ubuntu, Debian, FreeBSD), Cisco IOS/IOS XE, and JUNOS.
- **Certifications:**
CCNA - In Progress (expected completion? – 26Feb 2026)