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 and 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)

Kum & Go / Maverik — Des Moines, IA
November 2022 – Present

WAN Engineering & Reliability

Task + Metric + How + Business Impact

- Validated WAN performance for 800+ store locations in 15+ states across the US in 2 days using Cisco Meraki's WAN performance statistics, ensuring less than 1% packet loss and optimal latency, reducing ticket submissions for WAN performance issues from store locations by X%. (alternate ending: proactively checking WAN performance before stores report issues.)

Network Operations & Infrastructure Support

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- Supported WAN and LAN connectivity for 750+ retail locations using Cisco Meraki MX, MS, and MR equipment.

- Maintained VLAN configurations, SSIDs, and DHCP scopes across a large multi-site environment.

- Handled escalations involving routing, switching, wireless, and firewall-related connectivity issues.

- Assisted with firewall policy, NAT, ARP, and related troubleshooting within retail network environments.

Network Migrations & Store Rebrands

- Supported large-scale store rebrands involving the transition from the legacy Kum & Go network to the Maverik network.

- Migrated and configured Cisco Meraki MX, MS, and MR devices to integrate rebranded stores into the new network environment.

- Verified VLAN mappings, SSIDs, and device connectivity during cutover to ensure minimal disruption to store operations.

- Assisted with troubleshooting connectivity issues during and after migrations to stabilize rebranded locations.

- Coordinated with internal teams to ensure rebranded sites met network standards prior to handoff.

Automation & Operational Efficiency

- Wrote and maintained automation scripts to assist with deployments, monitoring, and recurring remediation tasks.

- Used monitoring and alerting tools to identify network issues early and reduce manual troubleshooting.

- Improved response times by replacing repetitive manual steps with scripted workflows.

Documentation, Training & Process Support

- Created and maintained documentation for retail hardware, including label printers and other in-store devices, to support faster issue resolution.

- Documented repeat issues, fixes, and workarounds encountered during daily support.

- Helped train newer team members on troubleshooting workflows, tools, and support expectations.

- Improved consistency by sharing practical guidance for handling common operational issues.

Retail Systems & Operational Support

- Supported POS systems, site controllers, and back-office devices during live store operations.

- Participated in large-scale initiatives including Outdoor EMV upgrades and POS infrastructure refreshes.

- Assisted with incident response to minimize store downtime and operational impact.

IT Support Specialist

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

- Tracked and supported store conversion projects, including OEMV and M400 PIN pad deployments.

- Built Excel-based tracking tools to monitor deployment progress and issue resolution.

- Provided level-1 remote support for receipt printers, office printers, and back-office systems.

- Performed drive imaging for registers and store computers.

- Refurbished, configured, and staged devices for deployment.

- Assisted with warehouse operations and POS equipment assembly.