

## ***Journal Entry #5***

After completing over 250 hours at Atlantic Bay Mortgage Group as their Information Technology Intern, I officially finished my last week on the Customer Service team and transitioned into the Networking team. My last final days in the IT CS team were chaotic. Since I had the basics down, they threw me into the queue, and I began working independently on newly assigned tickets. Previously, tickets were funneled down to my trainers, and they would walk me through the troubleshooting procedures. However, now I was alone. While I was busy, I didn't feel too overwhelmed and if I had questions, I just asked someone from the team.

It was a little sad leaving IT CS, but I had a great experience and learned more than I expected. Switching over to the Networking team, I got a quick introduction on how the team operates. Working at their headquarters, the networking team focuses on upholding network connectivity with branches, remote users, and cloud-based applications to our central data center and backend-network. With this, they configure domain controllers, VPN endpoints, and other essential backend technologies to support Atlantic Bay. Since Atlantic Bay uses majority Cisco switches, routers, and access points, they use an SD-WAN application called Meraki. Meraki allows complex configurations of Cisco products and enables administrators to map out entire networks using templated settings. My first mini project was to label ports and MAC addresses on each switch Atlantic Bay manages. In other words, at each branch network in Meraki, I labeled printers, APs, telephones, and other devices inside a big excel spreadsheet with over 30+ locations. While I am still actively labeling more ports, the end goal of this project is to eventually migrate Atlantic Bay into enforcing 802.1x port-based authentication. Thus, strengthening our network even further.