

On Sunday May 9th 2021, I visited the midtown Sacramento Visiting Angels office. I was asked to clean up the cords in front of the receptionist's desk because I had previously said I could come in on a weekend day when nobody is here because I knew I would have to unplug the cords to untangle them. When I arrived I got down on the floor and looked at the cords to see what was going on and what I should do/where to start. I noticed there were four cords plugged into the back of the Linksys box so I printed out labels and made sure to number them so that I would not forget where they were and which order they were in. I had great confidence in myself when I looked at the task first hand, but once I got down on the floor and went about halfway through the cords I had realized that at some point I forgot where the cords I had unplugged came from. Once I had realized what I had done, I started utilizing my resources. First I called my IT friend to see if he knew what I should do, but he was zero help. My next phone call was to Polycom because their company is attached to our phone service which is what I was most concerned about. Polycom did not have any idea what I was going through, so my next phone call was to Linksys. Once I told the Linksys representative the model number on our sticker, she told me the box we have is just an extender so they were not the people I needed to call. My next assignment was to call Netgear, but I was unaware that they are a third-party company with no attachment to our internet service. Once I learned this, I received word that the service that runs through our building is Consolidated. My last task was to call Consolidated so I called and first spoke to the telephone man. He told me that I would need to be transferred over to the internet people. He transferred me to them and I spoke to a male on the phone for over an hour as he walked me through the process of how to unplug and rearrange the cords. He did not understand why we had so many different boxes plugged into one another. At some point he said he could not help me any further so I had to disconnect from him. Not too long after this I received a phone call from Consolidated telling me that he had Noah coming out here the following day and he'd be able to fix everything.

From this experience, I have learned that I should not say I can do things because I think they will be easy for me to do, rather make suggestions and see what I can do to help. This experience has prepared me for more extensive consequences if I were to do the same in a bigger office setting.