



Mohsin Dar

Customer Success Engineer
Juniper Networks
CWNE #559

What is your level of industry experience?

I am an accomplished Wireless Engineer with over 9 years of specialized experience in wireless technologies within the customer success domain. My extensive background in wireless technology, troubleshooting, network optimization, and customer relations allows me to adeptly diagnose complex issues and deliver the best solutions to enhance user satisfaction. I have expertise across a broad range of the Network Industry, including Wi-Fi, NAC, Wired, and IoT connectivity, and I seamlessly blend technical proficiency with a customer-centric approach to drive successful outcomes and improve overall network performance.

What are some highlights from your resume? (2-3 past positions, awards, innovations, etc.)

Global Escalation Engineer, Aruba Network, HPE, Chennai

OCTOBER 2019 – FEBRUARY 2021

- Worked on critical network down issues and escalation WLAN case
- I had been appointed as the Premium Escalation engineer for Aruba Central, specializing in WLAN and Switches.
- I have managed premium customer care for renowned companies such as Goldman Sachs, H&M, Google, and Microsoft.
- I was responsible for coordinating and leading training sessions for junior team members and other senior staff as part of our cross-training program.
- Worked with WLAN and cloud engineering and conducted engineering debug sessions with customer Customer Success Engineer Staff, Juniper-Mist, Bengaluru

FEBRUARY 2021 – PRESENT

- Working on Mist APs/Mist Edge/NAC/Ex-cloud-based switches/SRX-cloud-based
- Engaging in collaborative sessions with engineering and product management teams to strategize on process enhancements and identify optimal approaches for issue resolution.
- Handling critical customer issues in various fields like Hospitals/ Universities/ schools/ Industries/ stores.
- Mentored and provided technical direction to junior team members as required for their complex WLAN issues, fostering their professional development and skill acquisition.
- Established strong cross-functional partnerships with fellow engineers across the organization, facilitating the exchange of knowledge and the adoption of best practices.

When did you first become interested in wireless?

Since college, I have been inspired by the way data travels through the air

What certifications do you currently hold?

CWNE
JNCIP

Where did you receive your training/education?

SRM university Chennai

Why did you choose the CWNE path?

Through CWNE, I have gained a deeper understanding of every aspect of wireless communication, from packet analysis and security to RF design, inspiring me to keep pushing the boundaries of what I can learn and contribute.

How long have you been involved in the CWNP certification process?

4 years

What do you hope to accomplish?

I aim to strengthen my ability to design high-performance wireless networks and guide organizations toward more secure, efficient, and scalable solutions. My hope is to make a measurable impact on how people experience wireless technology every day.

Why did you choose CWNP and its certifications over other industry designations?

I chose CWNP and its certifications because they go deeper than surface-level concepts. CWNP focuses on true, vendor-neutral mastery of wireless communication—from RF fundamentals to security, design, and analysis. It's a path that builds understanding, not just credentials.

What value will your CWNE provide to you, your clients, and/or your company?

The CWNE establishes trust between the engineer and the customer, giving them confidence that their network is being designed and supported by someone with validated, industryrecognized expertise

What aspects to becoming certified do you feel are most important?

The most important aspects of becoming certified are the mastery of core fundamentals, the ability to apply that knowledge in real-world scenarios, and the validation that I can deliver reliable, secure, and well-designed wireless solutions

What was the hardest part of the whole process and how did you overcome it?

The hardest part of the CWNE journey was staying consistent through the depth of study required—especially when tackling complex topics like RF behavior and advanced packet analysis My hands-on experience has helped me

What would you say to anyone considering a CWNE designation?

If you're thinking about CWNE, don't let the level of difficulty stop you. It's a challenging journey, but it will transform the way you understand wireless. You'll grow not only in knowledge, but in confidence, clarity, and the ability to solve real-world problems with precision

To whom would you recommend the CWNE program?

All wireless enthusiasts,