Jeal Jimenez Navarro

Lead Engineer
CWNE #182

When did you first become interested in wireless?

I have worked as a wireless support engineer for Cisco, and more recently, as a networking engineer. But my real interest in wireless dates back to December 2005, when I first became part of the Wireless team at Cisco TAC.

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

I started my official journey in 2006 and passed the Certified Wireless Network Administrator (CWNA) exam in May 2007.

What certifications do you currently hold?

I proudly hold the following certifications: CWNE, CCNA, CCNP, CCIE, ITIL Foundation, and I am a VMware Certified Professional 5 – Data Center Virtualization.

What motivated you to work toward a CWNE certification?

When I first started my formal wireless studies, the CWNE seemed far off and out of reach. I knew, ultimately, that to reach that level of success, I would need to start at the beginning and work my way up. To that end, I began preparing for my CWNA in earnest, learning everything I could about wireless.

Well, one certification led to another and after eight years of working in wireless — seeing the industry evolve from simple SOHO setups using 802.11b and WEP to the most complex scenarios you see deployed around the world today — I steadily advanced toward my ultimate goal: the CWNE.

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

Making sure you really understand every single topic that is covered within each of the certifications. There are no shortcuts. The CWNP certifications are rigorous and hands on and you really need to know your stuff to move up.

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

Finding the extra time needed to prepare at every step. While it's challenging and takes real effort, it also takes what I call "enjoyable effort" – you need to enjoy and love wireless and the learning process. It should never feel like a chore.

·)) How has this journey impacted your life?

It gave me confidence to know that I was taking my career in the right direction, and making Wi-Fi a passion in my life; I live it each day I go into work and am so fortunate to have a career that's also my passion.

·)) To whom would you recommend the CWNE program?

First and foremost, WLAN/Wi-Fi/Mobility has to be something you truly love. I would recommend this journey to anyone who shares the passion that I have for wireless; anyone who wants to make a significant impact in their career and enjoy the personal satisfaction of achieving amazing accomplishments. This program is for people who want to help make a better Wi-Fi world.

BIO

Jeal Jimenez is a Customer Support Lead Engineer at Cisco HTTS (High-Touch Technical Services), specializing in wireless LAN technology, where he supports the deployments of Cisco's largest customers. In addition, he collaborates as a Cisco Technical Services stakeholder and lead on multiple different projects related with training, documentation, new products/features/services/solutions, and lab administration.

Prior to joining HTTS, he worked as a Customer Support Engineer focused on wireless LAN in the Technical Assistance Center before being promoted to an escalation leader and trainer, working also as a Cisco lab admin during those years.

Jeal's technical expertise in the area of wireless LAN technologies spans more than ten years, and he also contributed to Cisco documentation and as a subject matter expert of the Cisco Wireless Advisory Group. There, he collaborated with the certifications department at Cisco Systems on all the Cisco Wireless exams, such as CCNA, CCNP, and CCIE.

He holds a bachelor's degree in Systems Engineering from Universidad Latina in Heredia, Costa Rica. One of his greatest accomplishments has been obtaining the wireless industry's highest level wireless certification, making him CWNE #182.