



## Ram Krishnan

Product Engineer  
CWNE #169

### »» Why are you interested in wireless?

I have always been interested in wireless technology, particularly Wireless Troubleshooting and Analysis.

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

My involvement in the CWNP certification process has been ongoing for the past two years.

### »» List of certifications currently held?

I currently hold the certificates of CWNE and HPE Master – Wireless professional certifications along with an Ekahau Site Survey certification.

### »» What motivated you to become certified?

I have a very strong wired networking background, having spent most of my career with Cisco and HP Networking. That said, for the last three years, I have been providing support to Level 3 for Wireless products. I wanted to learn everything I could about wireless technology and motivated myself to work toward earning wireless certifications.

### »» What parts of becoming certified do you feel are most important?

Starting slow and setting new goals to work toward and achieve. I didn't rush to earn my CWNE at first. I simply aimed to earn my CWNA and then see what unfolded from there. Once I successfully completed the CWNA, my desire for more certifications only grew.

# COMMUNITY SPOTLIGHT

## »» **What was the hardest part of this process and how did you overcome it?**

Time management and work-life balance. I work during the day as part of global support team and also have a young family. Being able to manage my professional work life, spend quality time with my family and find time for self-guided reading and study was a real balancing act. I did the majority of my prep work in the late evenings when it was quiet and I could really focus. It worked for me.

## »» **How has this journey impacted your life?**

I have learned so much — about myself, my industry and of course, wireless technologies. Also, I've met some really great people along the way who were highly encouraging and always ready to lend a helping hand. My personal network has really grown since setting out on this endeavor.

## »» **Who would you suggest the CWNE program to?**

My work is very specific to Wireless Product support and I have a lot of colleagues and peers around the world with a similar focus. I would strongly recommend the CWNP program to any one of them.



## BIO

Ram started his career 15 years ago as a Customer Support Engineer at NCR Corporation, in India. In the first four years of his career, he supported self-service terminals and networking, plus handled numerous projects involving the deployment of various vendor products, such as Cisco, HP, and NCR.

Later, he was offered the position of Network Implementation Engineer at UBS Corporation. He spent close to four years there and was a part of project team responsible for the implementation of office workspace for UBS in India.

In 2009, Ram was given the opportunity to move to Singapore and become part of the wireless industry. He worked as a Technical Support Engineer at Hewlett Packard Enterprise and supported HP products related to routing, switching, wireless and VOIP.

Since 2012, Ram has been working as a Product Engineer at Hewlett Packard Enterprise. His main role and responsibility is to provide L3 product support to various HPE Networking - WLAN products. One of his greatest accomplishments has been obtaining the wireless industry's highest level wireless certification, making him CWNE #169.