



Karla Galvan

Support Product Specialist

Cisco Meraki

CWNE # 270

What is your level of industry experience?

I opened my first wireless certification book on 2012 (CCNA Wireless) and I have focused on Wi-Fi networks since then. Mostly focused in troubleshooting Wi-Fi issues as a whole. From RF environment issues, configurations, interoperability between devices (RADIUS, virtualization, different brands, routing/switching devices and so on) to detecting bugs on the devices, either Access Points, wireless controllers or wireless clients.

Where did you receive your training/education?

I have a bachelor degree in electronics and communication from the UANL (Universidad Autonoma de Nuevo Leon), the rest had been a combination of self-study with books/videos (mostly books), trainings received on Cisco and a whole lot of learning from the day to day work and interactions with my peers.

What certifications do you currently hold?

CWNE 270 and CCIE Wireless 59822

When did you first become interested in wireless?

It was kind of destiny, I was about to finish college and the place where I was doing an internship at that time didn't know if they would be able to hire me as a full time employee once I was done, so I started to look for available network engineer positions available in the market and I pretty much only found two, both focused on Cisco Wi-Fi networks, so I started to study for my CCNA wireless, passed it, applied for both, got rejected from one and got hired by the other one, Wi-Fi path started.

What are some highlights from your resume?

Prior joining my current team I spent 5 years working on Cisco TAC (Technical Assistance Center) Wireless team. On January 2019 I had the chance to present as Cisco Live! Barcelona, delivering an instructor-led lab.

Why did you choose the CWNE path?

I was very interested in the CWNP certifications because they focus in the protocol itself, rather than in how a specific brand works, so the knowledge that you acquire by studying for those exams can be used anywhere, once I passed the four required exams, I had been involved in the Wi-Fi long enough that pursuing my CWNE was not quite a decision but continuing the momentum.

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

I passed my CWNA on Dec 23th 2015, it was a great Christmas present!

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

The small moments where you read or hear something that makes you say "oh!", because something finally clicked on your brain, like you finally truly understood it.

What would you say to anyone considering a CWNE designation?

Give the first step, the rest will follow.