

Monica A. Perez Mata

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NETWORK ADMINISTRATOR

Telecom and IT professional with extensive experience in system integration, testing, deployments, and support leveraging deep telecom expertise while expanding into modern network administration. Committed to continuous learning and staying current with evolving technologies as evidenced by my ongoing pursuit of the Network Administration AEC at John Abbott College with hands-on training in Cisco, Linux, Microsoft, and network security. Proven ability to manage full lifecycle projects, resolve complex technical issues, and collaborate within Agile teams to deliver robust and secure infrastructure solutions.

Key Skills

- Adaptable and resourceful approach to problem-solving, efficient under pressure.
- Effective time management and prioritization skills.
- Strong interpersonal and cross-functional communication, collaboration, leadership, and reporting skills.
- Skilled in resolving customer inquiries and ensuring high satisfaction.
- Committed to continuous learning and staying current with evolving technologies.

EXPERIENCE

Ericsson Canada

August 2002 – May 2024

Montreal, QC, Canada

Telecom System Integration & Testing Specialist / Software Developer

Roles Held: Field Technical Professional | System Tester | System Integrator | Services Professional | Software Developer

Accomplished telecom professional with over two decades of experience at Ericsson, delivering impactful 2G-5G solutions. Developed strong expertise in system integration, end-to-end testing, network deployments, and customer support, specializing in 5G user plane, IMS, VoLTE, and VoWiFi within lab and production environments.

- Led deployments, upgrades, and troubleshooting for 4G and 5G core and access systems in production and customer labs.
- Ensured functional and stable releases by designing and executing comprehensive test cases based on operator and system requirements.
- Implemented monitoring and performance analysis tools including Grafana, ELK Stack (Elasticsearch, Logstash, Kibana), and Prometheus.
- Drove efficient software delivery within a DevOps environment, contributing to CI/CD pipelines and applying GitOps principles utilizing tools like GitHub and Jenkins, along with automated testing frameworks to accelerate development and release cycles.
- Contributed to reducing Time to Market (TTM) and decreasing Total Cost of Ownership (TCO) through strategic implementations and optimizations, while upholding crucial KPIs such as service availability and performance.
- Designed and validated IMS solutions (AAA, DNS) and integrated VoWiFi services for major North American operators.
- Mentored and trained junior team members, enhancing overall team performance and knowledge transfer within cross-functional projects.
- Supported presales activities, contributed to solution design, and delivered technical training and documentation to customers.

Skills: 5G Core · IMS · VoWiFi · VoLTE · System Integration · CI/CD · DevOps · GitOps · GitHub · GitLab · Gherkin · Cucumber · Jenkins · ELK Stack · Grafana · Prometheus · End-to-End Testing · Behavior-Driven Development (BDD) · Test automation · Agile (Scrum/Kanban) · Technical Support · Team Leadership · Jira · Zephyr · Kubernetes

Empresa Tecnológica Ericsson
Saltillo, Coahuila, Mexico

November 1991 – August 2002

Worked across the full software development lifecycle, contributing to the design, implementation, and defect resolution of cellular telecommunications systems (TDMA, GSM, CDMA). Played a key role in boosting system performance and reliability, and helped launch an international R&D knowledge transfer initiative.

- Corrected software defects and optimized code for cellular system components.
- Participated in feasibility assessments and contributed to key deployment decisions.
- Created and delivered training materials for knowledge transfer to support new R&D operations internationally.

Skills: Telecommunications · Debugging · Software Development · TDMA/GSM/CDMA · Technical Documentation · Knowledge Transfer.

TRAINING, BADGES AND CERTIFICATES

- Cisco Certified Network Associate (CCNA)
 - [CCNA: Switching, Routing, and Wireless Essentials](#) April 2025
 - [CCNA: Enterprise Networking, Security, and Automation](#) March 2025
 - [CCNA: Introduction to Networks](#) December 2024
- [Ericsson Cloud native experienced](#) May 2024
- [Ericsson Automation + AI/ML Critical skill](#) August 2023
- [Ericsson Problem solving Power skill](#) August 2023
- [Ericsson Security Critical Skill](#) August 2023
- [Ericsson Storytelling Power Skill](#) August 2023
- [Ericsson Value Argumentation Power Skill](#) August 2023
- [Linux Foundation Kubernetes Administration Training](#) March 2021
- RedHat OpenStack - Training March 2020
- 5G OJT (On-the-Job Training) November 2020

EDUCATION

John Abbott College Network Administration Program November 2024 - present
AEC Student

Currently enrolled in the intensive Network Administration AEC program at John Abbott College. Gaining hands-on experience in the installation, configuration, and maintenance of network devices, while preparing for industry-recognized certifications such as Cisco CCNA, Linux, and Microsoft technologies. The program emphasizes network security, traffic monitoring, and performance optimization to prepare for real-world IT infrastructure roles.

- Skills:**
- **Networking & Protocols:** OSI Model, TCP/IP, Subnetting, VLAN, DHCP, DNS, ACL, OSPF, FHRP, Spanning Tree, EtherChannel, WLAN, QoS
 - **Cisco Technologies:** Cisco Routers & Switches, Packet Tracer, GNS3, CCNA Preparation
 - **Server Administration:** Red Hat Linux, Windows Server, Active Directory (AD DS), Microsoft Entra ID, Domain Controllers, RAID, Logical Volume Manager (LVM), Certificate Authority
 - **Services & Tools:** Samba, NFS, Apache, Telnet, SSH, NTP
 - **Monitoring & Analysis:** Wireshark, Network Troubleshooting
 - **Scripting & Automation:** PowerShell, Shell Scripting, Ansible, Python

Bachelor of Computer Science (BCS)
Universidad Autónoma De Coahuila, Saltillo México

Languages
Spanish (Native) | English (Full Professional) | French (Limited working proficiency)