

# Gabriela E. Menocal Cover

MENG. ELECTRICAL AND COMPUTER ENGINEERING · UNIVERSITY OF OTTAWA

802-218 MacLaren St, Ottawa, ON K2P 0L7.

613-9811021 | gmenocal89@gmail.com | [www.linkedin.com/in/gmenocalcover02](https://www.linkedin.com/in/gmenocalcover02)  
<https://gabrielamenocal.github.io/>

*"The important thing is not to stop questioning. Curiosity has its own reason for existing." Albert Einstein*

## Summary of Qualifications

- 5+ years of professional experience in the telecommunications field, fiber optics, technical support and project management with customer oriented focus.
- Two years MEng. in Electrical Engineering and Computer, University of Ottawa. & four years BSc. in Telecommunication Engineer, Central American Technological University, UNITEC.
- University of Toronto School of Continuing Education, Coding Boot Camp: Full Stack Web development focus. (June 2018 – December 2018).
- Strong knowledge in Network planning, OSI model, TCP Model, BGP, OSPF, IS-IS, VLANs, VPNs, mobile communications Linux platform (mostly Ubuntu) and some virtualization tools, such as Mininet and VirtualBox.
- Ability to explain technical concepts in a clear and precise manner and to develop and lead technical training program sessions.
- Attention to detail and precision, solid work ethics concerning meeting deadlines and reliability.
- Fluent in English and Spanish, beginner level in French (2 levels in Alliance Francais Ottawa and Ecole des adultes Le Carrefour).

## Relevant Work Experience

### Technical Support Engineer & Project Manager

Apr. 2015 - Jul. 2016

UFINET

Tegucigalpa, Honduras

- Management and planning of technical projects, local and regional (LATAM).
- Designed and implementation of the redundancy fiber optic ring and Network expansion with installation of new nodes in rural areas.
- Implementation and management of the designated OPEX and CAPEX.
- Generate reports for network operational status by gathering and diagnosing statistical and log data.
- Managed network deployment projects to completion and customer hand-over.
- Directed the installation of network equipment.
- Solve client problems with scalable, efficient, reliable and secure network solutions using our tools and vendors.
- Maximize network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades.
- Network operation, maintenance and supervision by monitoring infrastructure components and taking corrective action when defects or problematic trends are discovered.
- Documentation of all the work, with special emphasis in network documentation, using Visio, Excel and MS word, Google earth, among others.
- Creation of Return of Investment documents for the new budget approval of new projects.
- Management and supervision of the fiber optics technicians teams and Management and supervision of the nodes maintenance personal.
- Perform Troubleshooting end-to-end between the two sites.
- Installing, configuring and troubleshooting of networking equipment: routers and switches.
- Help establish guidelines and standards for change procedures to achieve a change management process.
- Prepare all the documentation in order to renew and request the permission to operate as a telecommunication company for the government legal regulatory body that governs telecommunications systems.
- Provide training to partners regarding our services products and internal policies.

### Project Coordinator

Jan. 2015 - Apr. 2015

INJUPEMP

Tegucigalpa, Honduras

- Participated in the project proposal between Ecuador and Honduras for a new data center in INJUPEMP.
- Analyze, correct, and maintain repository for all project information and status of project activities.
- Support and creation of automatic spreadsheet to implement a new law released on May 2014.

### Datacom Engineer

Aug. 2010 - March. 2014

HUAWEI TECHNOLOGIES

Tegucigalpa, Honduras

- Installation and commissioning of a U2000 platform in Solaris 10 with High Availability in Oracle Netra Sparc T4-1 servers.
- U2000 Upgrade for Millicom Honduras and El Salvador.
- Directs & implements new firmware and software releases.
- Implemented SNMP on devices to allow for network management.
- Take control of the arrange of technical services provided and supervise all outsourcing partners.
- Manage an engineering services system (IBUY).

- Coordinating and managing teams for the new installations of Nodes B transmission and corporate services.
- Configurations of new network equipment (routers, switches, etc.) for the access layer of IP transmission in UMTS network.
- Installation and configuration of Metro Routers for core and aggregation layers.
- U2000 administrator and responsible of all the platform in Solaris 10 mounted over Sparc T5520 server. (commissioning, troubleshooting, monitoring, maintenance).
- Design and coordination of UMTS and IPRAN network. (Access and Aggregation Level).
- Create the IP Planning for IPRAN network and IP microwave links test for transmission from Datacom part (IP over SDH test).
- Made Site Surveys for new metro routers installation.
- Performance of maintenance windows to change configuration in services and active networks, including new implementations, rectifications, updates and upgrades for IPRAN and UMTS networks.
- Access Datacom equipment configuration for IP transmission in UMTS network (Telefonica) and U2000's Telefonica Administrator and com-missioning U2000 in San Jose City, Costa Rica.
- Provide training to staff at the customer location.

### Co OP - Planning Transmission Engineer

*Apr. 2010 - Jul. 2010*

MILLICOM - TIGO HONDURAS

*Tegucigalpa, Honduras*

- Manage and update the national fiber optics database, through the use of OSPInsight.
- Information analysis, error detection and management.
- Data transformation for OSPInsight's input.
- Creation of the CONATEL database, which includes their condensed resolutions with respect to microwave and satellite data links.
- Perform the inventory of the transmission equipment's fiber optic use, in Plaza Tigo and Tigo Las Lomas.

## Other Work Experience

---

### Customer Service Support Agent

*Jun 2017 - Mar. 2018*

SONICWALL

*Ottawa, Canada*

- Solve licensing problems for customers through our license manager.
- Products association in our license manager, such as support services that should be linked to other and High Availability.
- Product Registration and Key Activation assistance.
- Creation of self-guide articles for SonicWall's Support website.

### Teacher Assistant:

#### Winter 2017 - Digital Systems I & Fall 2016 - Gestion de projets en génie logiciel

*Sept. 2016 - Apr. 2017*

UNIVERSITY OF OTTAWA

*Ottawa, Canada*

- Marking of lab submissions and reports / Tutorials.
- Supervision of lab activity & support of any other class related activities.

### Technical Customer Support Agent

*Mar. 2014 - Oct. 2014*

LAUREATE NETWORK PRODUCT AND SERVICES

*Tegucigalpa, Honduras*

- Analyze, solve and escalate customer requirements according to their priority.
- Develop projects to comply with business needs and creation of metrics for Technical Customer Service team.
- Provide technical support for live events.

### Teacher Assistant - Introduction to Electrical Circuits and Electromagnetism

*Jan. 2009 - Dec. 2009*

UNITEC

*Tegucigalpa, Honduras*

- Marking of lab submissions and reports / Tutorials.
- Supervision of lab activity & support of any other class related activities.

## Education

---

### MEng. in Electrical and Computer Engineering

*Sept. 2016 - Abril 2018*

UNIVERSITY OF OTTAWA.

*Ottawa, Canada.*

### B.S. Telecommunication Engineer

*Jan. 2006 - Sept. 2010*

UNITEC (CENTRAL AMERICAN TECHNOLOGICAL UNIVERSITY)

*Tegucigalpa, Honduras.*

## Technical Skills & Personal Capabilities

---

### TECHNICAL SKILLS

- Negotiation abilities regarding to hardware, software purchases with partners and circuit contracts for customers.
- Experience with the re-design nodes's office regarding to copper and fiber cable relocation.
- Good understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP, SMTP, FTP, TFTP).
- Well understanding of Bridging and switching concepts and LAN technologies.
- Operating Systems: Windows and UNIX/Linux.
- Executed test and analyzed results for multimedia's traffic in order to prioritize it using Wireshark.
- Utilization of Simulation tools such as: OMNeT ++, NYSUM (5G simulator).

- Programming Languages: HTML (Intermediate), CSS (Intermediate), JavaScript (Intermediate), Latex (intermediate) Matlab (intermediate), C++ (Intermediate), VHDL (Basic), SQL (Basic).
- Understanding Database's structures and functionality.
- ERP platforms: Zendesk and Salesforce.

### PERSONAL CAPABILITIES

- Tolerant and flexible to different situations.
- Decision making, critical thinking, organizing and planning.
- Problem analysis and problem solving.
- Organizational skills and customer service orientation.
- Adaptability and ability to work under pressure.
- Self-motivated, initiative, high level of energy.
- Project Management, Project Coordination, Leadership.

## Training & Certificates

---

- Violence Prevention.
- Working Together: The Code and the AODA.
- Accessibility Standards for Customer Service.
- Respect in the workplace.
- Workplace Hazardous Material Information Systems (WHMIS) for office workers.
- Supervisor Health and Safety Awareness.
- Worker-Health-and-Safety-Awareness.
- **University of Ottawa**
- Customer Service.
- **UNITEC**

- MySQL Database.
- Financial Management I.
- Virtual Space Administration.
- Web Design Introduction.
- Teamwork.
- **INFOP, Government of Honduras**
- Mobile Industry and Socio-Economic development.
- **CEABAD**
- SonicWall Sales Accreditation Curriculum.
- **SonicWall's University**

## References

---

- Dr. Shervin Shirmohammadi: [drshervin@gmail.com](mailto:drshervin@gmail.com), [shervin@ieee.org](mailto:shervin@ieee.org), [shervin@eecs.uottawa.ca](mailto:shervin@eecs.uottawa.ca).
- Dr. Fadi Malek: [FADI.MALEK@forces.gc.ca](mailto:FADI.MALEK@forces.gc.ca), [malekfadi@gmail.com](mailto:malekfadi@gmail.com), [fmalek@hotmail.com](mailto:fmalek@hotmail.com).
- Emily Filipcic: [em.filipcic@gmail.com](mailto:em.filipcic@gmail.com).
- Indira Irias: [iiriam@ufinet.com](mailto:iiriam@ufinet.com).
- Ricardo Orellana: [ricardo.orellana@huawei.com](mailto:ricardo.orellana@huawei.com).
- Wendy Osorio: [Wendy.osorio@intcomex.com](mailto:Wendy.osorio@intcomex.com).
- Oscar Ochoa: [oscar8am@hotmail.com](mailto:oscar8am@hotmail.com), [oscareduardo.ochoa@huawei.com](mailto:oscareduardo.ochoa@huawei.com).