Joanna Ross

Technical Operations and Application Support

Mount Forest, ON | 416-876-1490 | abacus36@outlook.com

Portfolio: https://phyliaconsulting.ca

Professional Summary

Technical operations and support professional with 10+ years in telecommunications, complex troubleshooting, service delivery, and technical training. Experienced in third-level escalations, engineering collaboration, monitoring, and on-call support. Extends this background through independent projects in business applications, REST/JSON integrations, workflow automation, AI-assisted implementation, and self-hosted infrastructure.

Technical Skills

Operations: Incident escalation, service diagnostics, requirements clarification, predictive Wi-Fi design, deployment coordination, technical handover, and process documentation.

Support tools: ServiceNow, Jira, Confluence, Windows, Linux, Aruba AirWave, Cisco, Juniper, Aruba, Wireshark, Ekahau, Hamina, VLANs, and DHCP/DNS troubleshooting.

Project tools: Postman API requests/testing, REST/JSON, n8n, PostgreSQL, Flask/FastAPI, basic Python using AI-assisted tools, Docker, Proxmox, Cloudflare, Ollama, Prometheus, and Grafana.

Professional Experience

Advanced Support Specialist | Cogeco Connexion

February 2018 – November 2026

- Resolved third-level escalations involving Wi-Fi, network connectivity, cable modems, EPON ONUs, and static IP services; worked with engineering teams on complex incidents.
- Investigated service and connectivity problems using dashboards, Aruba AirWave, vendor diagnostics, and working knowledge of Wireshark; performed extensive DHCP/DNS troubleshooting and hands-on VLAN work.
- Deployed and supported more than 2,000 Aruba and Cisco access points; used Aruba AirWave for approximately eight years to monitor and troubleshoot wireless networks.
- Created predictive Wi-Fi designs in Ekahau and Hamina, translating coverage requirements and technical findings into deployment recommendations.
- Maintained troubleshooting playbooks, knowledge-base articles, and customer performance reports; communicated findings and mentored technicians in repeatable diagnostic methods.
- Provided on-call support for five years, including 24/7 on-call availability during the final two years, responding to escalated issues outside regular hours.

Wi-Fi Delivery Specialist | Cogeco Connexion

May 2016 – February 2018

- Coordinated installation and provisioning of managed business Wi-Fi and static IP services; configured and upgraded multi-vendor equipment and resolved second-level delivery issues.
- Worked with sales and engineering to clarify customer requirements and develop custom technical solutions and business cases.

Selected Independent Projects

Phylia CRM and AI Workflows | 2026

Independent project using AI-assisted development tools

- Built a website and CRM workflow connecting inquiry intake, review, proposal preparation, customer responses, invoicing, and recurring follow-up.
- Connected a Cloudflare Worker intake endpoint to a Flask API and PostgreSQL database, with input validation, origin restrictions, server-side authentication, and audit logging.
- Integrated validated JSON outputs and editable fallback templates for AI-assisted proposal drafting; required human approval before outbound actions and documented deployment procedures.

Home Lab and Application Integration | 2026

- Configured Proxmox and Docker services with PostgreSQL, FastAPI, n8n, and Ollama; troubleshot service reachability, network addressing, and application connectivity.
- Used Prometheus, Grafana, node-exporter, and cAdvisor for host and container metrics; configured Cloudflare Tunnel access for n8n.

Education and Certifications

Wireless Networking Ontario College Graduate Certificate with Honours

George Brown College | 2016 • Dean’s Honour List, all three terms

Centre of Arts, Design and Information Technology (CADIT) Citizenship Award

Computer Programmer/Analyst Diploma

George Brown College | 2000 • Peer Tutor and Senior Peer Tutor, 1998–1999

IATA/UFTAA Foundations & EBT Diploma | 2010

Coursework included the Amadeus airline reservation system.

Oxford Seminars | TESOL / Teaching English as a Second Language certificate

Active certifications: JNCIA (earned May 2024) and CWNA.

Previously held: CCNA (expired April 2019) and CompTIA A+.

Earlier Experience

Computer Tutor and Assistant | Toronto Employment and Social Services | 2014–2015. Taught beginner Word and Excel and assisted with online applications and computer use.

Technical Support Agent, Sony Mobile | Teleperformance, Greece | 2012–2013. Resolved technical inquiries by phone and email and maintained support records.