# Mohammad Jahanseir

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## Highlight

- Software Developer and Full Stack Java Certified
- Master's Degree in Software Engineering
- Over 15 years of experience providing excellent IT service and support
- Excellent computer skills, adopting new concepts as well as responsibilities
- Unique customer service skills with an outgoing, confident personality allowing me to engage with clients quickly and easily
- Ability to remain calm and focused even in the most stressful situations
- Committed to continuous learning to find new solutions and new technology

## Areas of Expertise

- Programming: Java, C++, C#, Node.js, React, HTML, CSS
- Database: My SQL, MongoDB, Dataverse
- Software: ServiceNow, Salesforce, Microsoft PowerApps
- Software Development / Version Control: UX and UI design, Agile, GIT (GitHub, Bitbucket)
- Operating Systems: Windows, Linux, macOS
- Application: MS Office, Adobe Photoshop, Premiere, Balsamiq, Figma

## Work Experience

- **Programmer Analyst** [Jun2022 - Present]
  ISM Canada, Saskatoon, Canada
  1. **PowerApps Developer** [Jan. 2023 - Apr. 2023]
     - FOREX is a database utilized by Kyndryl ITS Order Support Center in Canada for OEM fulfillment
     - Provides support for OEM fulfillment from quoting to final collection
     - Serves as a centralized location for all related information
     - Can manage and track orders for various product types, vendors, and Business Units
     - Ensures consistent processing and recording of orders and related data
     - Efficiently manages invoice reconciliation and financial summaries
     - Exception management feature enables quick identification and resolution of issues
     - Provides valuable metrics and reports for informed decision-making and performance monitoring

     **Technology:** Microsoft PowerApps, Dataverse, Power Automate, Microsoft Planner

  2. **Salesforce developer** [Nov. 2022 - Jan. 2023]
     - Engaged in a long-term project with SaskTel
     - Utilized murals to capture business process flow
     - Captured UX in the In Vision app and attached it to each JIRA story
     - Created a data model captured in the config workbook
     - Ensured effective communication and collaboration
     - Facilitated better comprehension and understanding of the process
     - Tracked and documented critical information
     - Ensured consistency throughout the project

     **Technology:** Visual Studio Code, Salesforce, Vlocity Build Tool CLI, GitHub Desktop, Jira and Bitbucket

3. **ServiceNow Developer** [Aug. 2022 – Nov. 2022]
   - Set up customers in ServiceNow and build integrations
   - Establish processes for extracting, transforming, and presenting Service Level and Billing reports
   - Continually enhance ServiceNow with new features and fix defects
   - Provide education and support to ServiceNow users
   - Customize and develop backend and user interface stories as requested by clients
   - Deliver personalized solutions tailored to each client's unique needs
   - Ensure comprehensive and effective ServiceNow implementation.
   **Technology:** ServiceNow GUI, JavaScript, Visual Studio Code

4. **ScienceLogic Automation** [Jul. 2022 – Aug. 2022]
   - Specialize in delivering SL1 architectural designed services
   - Provide detailed specifications for the SL1 system
   - Determine the client's preferred authentication methods and multi-tenancy requirements
   - Tailor SL1 solution to meet specific client needs
   - Design and implement scalable, efficient, and reliable SL1 solutions
   - Ensure long-term success for clients
   **Technology:** ScienceLogic Platform

- **Tech Specialist** [May2021 - Present]
  London Drugs, Saskatoon, Canada
  - Provide excellent customer service by assisting customers by promoting products/services, locating merchandise, and making purchase decisions
  - Highly organized and able to multitask effectively and work under changing priorities
  - Provide assistance to management on special projects or any other tasks
  - Ensure quality and service levels are maintained to Company standards
  - Keep learning and updating the latest technical knowledge to promote Tech products, peripherals, and Tech technologies

- **Certified Advisor** [Sep 2019 – May 2021]
  Best Buy, Saskatoon, Canada
  - Demonstrate an exceptional customer service orientation with a cold call and challenging objections to creating a positive outcome
  - Provide customer service by addressing and resolving customer inquiries/issues in a timely manner and communicating efficiently with the manager
  - Staying up to date with the latest technology trends and product releases in order to provide the most relevant and accurate advice.
  - Demonstrating product features and benefits to customers and helping them make informed purchasing decisions

- **IT Support Specialist** [Dec 2018 - Aug 2019]
  Atlas Office Solution, Saskatoon, Canada
  - Set up and maintenance of LAN and wireless systems for clients, diagnose errors and technical problems and determine proper solutions
  - Performed network support tasks for WAN, LAN, and support client's hardware and software
  - Configured Active Directory, security policies, DNS and DHCP services and installed computers in both stand-alone and network environments

- **Senior IT Specialist** [May 2004 - Jul 2018]
  Azad University (IAU), Science and Research Branch, Tehran, Iran
    - Designed, implemented, and maintained network infrastructures, perform LAN and internet-facing security scanning
    - Installed and configured different servers and client's systems, supervised, and assisted with the training of primary clients
    - Configured and monitored DNS policy, and network security and maintained updated antivirus servers and assisted clients with troubleshooting their networks, security, operating system, and e-mail
    - Conduct server security administration and management system, review and recommend secure system configuration for workstations and laptops

- **University Lecturer** [Feb 2014 - Feb 2018]
  University of Applied Science and Technology, Iran
  Azad University (IAU), Iran
  SAMA Technical and Vocational Center, Iran
    - Courses Taught: Programming Languages (C++, Visual Basic, and Web), Operating Systems, Databases, Computer Networks, LAN Design, Network Management, TCP / IP Protocols, Switches and Routers

- **Network Support Specialist** [Apr 2004 - Sep 2005]
  Alborz Computer Company, Tehran, Iran
    - Designed, maintained, and operated various areas of client support which included broadband connectivity, security infrastructures, firewalls, and network access control
    - Monitored, responded to, and administered security incidents, DNS, email gateway, ftp, VPN, and other internet services
    - Managed and monitored support for all TCP/IP network configurations (LAN and WAN), troubleshot network, hardware, and software issues, and resolved client problems and provided communications to clients and management

## Education

- **Software Developer** [2021-2022]
  Saskatchewan Polytechnic, Saskatoon, Canada
- **Full Stack Java Developer** [2019]
  ComIT, Saskatoon, Canada
- **Master's Degree - Computer Engineering – Software** [2010 - 2013]
  Azad University (IAU), Iran
- **Bachelor's Degree - Computer Engineering - Software** [2006 - 2009]
  Azad University (IAU), Iran
- **Associate Degree - Applied Computer - Software** [2001 - 2004]
  Azad University (IAU), Iran

 * All documents evaluated by WES Credential Evaluation (ICAP) [2019]

## Volunteer

- Global Gathering Place, Saskatoon, Canada [Jul. 2019 – 2023]
- International Women of Saskatoon, Saskatoon, Canada [Jul. 2019 – 2023]

## Certification

- **Essentials on Azure DevOps Services and GitHub** [2023]
  Microsoft
- **Team Solution Design** [2023]
  Kyndryl, Canada
- **Salesforce Certified Administrator (SCA)** [2022]
  Salesforce
- **Leadership and Community Engagement (LACE)** [2020]
  Saskatoon Open Door Society, Canada
- **Cultural Bridging: Train the Trainer** [2019]
  Saskatoon Open Door Society, Canada
- **OHS Standard First Aid, CPR-A and AED** [2019]
  St. John Ambulance Saint-Jean Society, Canada
- **English For Employment (E4E)** [2019]
  Saskatoon Open Door Society, Canada
- **MCITP 2008 Server Administrator** [2011]
  Kahkeshan Noor Institute of Technology, Iran
- **Network+** [2010]
  Kahkeshan Noor Institute of Technology, Iran
- **Information Technology (Level 1**) [2003]
  Tehran Technical and Vocational Training Organization, Iran
- **Information Technology (Level 2**) [2003]
  Tehran Technical and Vocational Training Organization, Iran
- **Hardware Technician** [2003]
  Tehran Technical and Vocational Training Organization, Iran

**References Available Upon Request**

"I am a team player with a dynamic outlook on life
and a strong desire to pursue success"