

## HIGHLIGHTS

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- Microsoft Azure, AI, Data and Power Platform Certified
- Master's degree in software engineering, Software Developer, Applied IOT and Full Stack Java Certified
- 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.
- Engages 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
- Team player with a dynamic outlook on life and a strong desire to pursue success

## AREAS OF EXPERTISE

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- Microsoft: Azure, Power Platform, Microsoft 365, Security and Compliance, Dynamics 365, Windows Servers
- SaaS and PaaS: Power Platform, ServiceNow, Salesforce, ScienceLogic
- Application Development: Java, C++, C#, JavaScript, Node.js, React, HTML, CSS, My SQL, MongoDB, Dataverse
- Software Development / Version Control: UX and UI design, Agile, GIT (GitHub, Bitbucket)
- Operating Systems: Windows, Linux, macOS, iOS
- Network: LAN, WAN, CISCO, Meraki, VMWare
- Application: MS Office, Adobe Photoshop, Premiere, Balsamiq, Figma

## PROFESSIONAL EXPERIENCE

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### ISMCanada

**Jun. 2022 – Present**

Saskatoon, Canada

- **Support Analyst** [Sep. 2023 - Present]
  - Effectively overseeing installations, monitoring, testing, and providing comprehensive support through ticket-based workflows and on-call scenarios to ensure prompt issue resolution and system operation
  - Specializing in designing and developing robust systems using cutting-edge software solutions,
  - customize and integrate them to align with organizational objectives
  - Conducting customer, partner, and colleague training sessions optimizes resource utilization and enhances troubleshooting efficiency
  - Proactively monitoring and resolving issues across LAN, WAN, SD-WAN, and the Saskatoon Data Center, preemptively addressing emerging concerns to uphold system health
  - Installs, configures, and deploys end-user devices such as desktops, laptops, and mobile devices running Windows and Linux operating systems, while also performing routine maintenance tasks such as updates, patches, and system optimizations to ensure their security and efficient operation
  - Implementing industry best practices for network configuration, optimization, and security ensures business continuity and resilience against disruptions
- **Programmer Analyst** [Jun. 2022 – Sep. 2023]
  - **PowerApps Developer**
    - RBOMS fulfilled service requests from RBC customers via the OMS database, tracking and managing orders while generating and validating financial reports. It verified accurate hardware orders from shipping vendors and aimed to reduce manual work through automation, streamlining workflows for enhanced productivity and user experience.

- FOREX was Kyndryl Order Support Center's database in Canada for OEM fulfillment, managing diverse orders, vendors, and Business Units. It ensured uniform processing, managed invoice reconciliation, provided valuable metrics for informed decision-making, and facilitated performance monitoring.
- Technology: Microsoft PowerApps, Dataverse, Power Automate, Microsoft Planner
- **Salesforce developer**
  - During the SaskTel engagement, captured process flow with murals, documented UX in the app, and attached it to JIRA stories. We have created and documented data models in the config workbook, prioritizing communication, and collaboration for seamless progress. Visual aids improved comprehension, and we diligently tracked and documented critical information consistently throughout the project.
  - Technology: Visual Studio Code, Salesforce Platform, GitHub, Jira and Bitbucket
- **ServiceNow Developer**
  - Set up customers in ServiceNow, building integrations and processes for Service Level and Billing reports. Enhancements, defect fixes, and user support were provided—customized backend and user interface stories for personalized solutions based on client requests.
  - Technology: ServiceNow Platform, JavaScript, Visual Studio Code
- **ScienceLogic Automation**
  - Specialized in delivering SL1 architectural designed services, tailoring solutions to meet specific client needs. Implemented scalable, efficient, and reliable SL1 solutions, ensuring long-term client success and customized services that aligned perfectly with the client's objectives, resulting in robust and sustainable SL1 implementations.
  - Technology: ScienceLogic Platform

**Atlas Office Solution****Jan. 2019 – Aug. 2021**

Saskatoon, Canada

- **IT Support Specialist**
  - Set up and maintain printers, copiers, and computer networks, as well as desktop and mobile systems running Windows, Linux, and Mac operating systems
  - Manage the setup and ongoing maintenance of LAN and wireless systems for clients, actively diagnosing errors and technical issues to identify and implement appropriate solutions
  - Perform installations, updates, maintenance, and support for Windows Server environments, configuring Active Directory, security policies, DNS, DHCP, print servers, and other essential servers and services
  - Installs, configures, maintains, troubleshoots, and provides technical support for iOS devices such as iMac, MacBook, and iPad, ensuring stability, security, and seamless integration within organizational requirements
  - Configure, install and troubleshoot enterprise-level copiers, printers, and office equipment, ensuring seamless integration with existing systems and networks, offering ongoing support to clients to optimize functionality and performance
  - Deliver technical guidance and support to end-users, ensuring they understand and implement best practices for effective utilization of IT resources, and conduct comprehensive customer training sessions and detailed guidelines to ensure optimal usage of systems and services
  - Monitor IT performance metrics and assess evolving needs within the organization, providing regular reports and recommendations to the head office for strategic decision-making and resource allocation
  - Work closely with the IT manager to supervise asset management, ensuring precise tracking, maintenance, and effective utilization of technology resources, resulting in enhanced operational efficiency and economical solutions

**Science and Research Branch, Azad University****May. 2004 – Jul. 2018**

Tehran, Iran

- **Team Lead** [May 2015 – Jul. 2018]
  - Act as a technical liaison between multiple teams and facilities, translating client requirements into concrete solutions and addressing both functional and technical aspects

- Create and develop technical guidelines and procedures for managed systems and actively engage in the review and drafting of high-level and low-level designs for projects
- Collaborate with service management and project management teams on new projects and project extensions, including initiatives such as paperless systems, CRM implementations, and enrollment systems
- Conduct systems assessments and develop remediation plans, managing escalated incidents, complex changes, and user requirements about managed services
- Manage escalated incidents, complex changes, and user requirements associated with managed services, including problem management and service improvement plans
- Provide regular reports on activity, performance, and capacity of customer devices and present findings as needed
- **Application Specialist** [Sep. 2009 - May 2015]
  - The design and implementation of LAN/WAN networks are tailored for the University backbone, encompassing over 20 faculties and 15 research and innovation centers
  - Manage network infrastructures, including routing, switching, and security scanning, while also overseeing the installation and configuration of servers and client systems
  - Design and implement Windows servers encompassing a variety of services and servers, including AD, DNS, DHCP, network security measures and antivirus servers and provide troubleshooting assistance for networks, security, operating systems, and email systems as needed
  - Manage various aspects of differentiated network implementations including capacity planning, bandwidth management, design, testing, upgrading, documentation, deployment, and maintenance
- **Support Analyst** [Mar. 2006 – Sep. 2009]
  - Deliver frontline technical support for Windows operating systems, promptly addressing user queries and efficiently resolving reported issues, including system errors, software malfunctions, and connectivity problems
  - Execute routine maintenance on Windows systems, including updating software, patches, and drivers, installation, configuration, and updating of Windows-based applications and software packages as required
  - Deliver comprehensive training and guidance to end-users on effective Windows system usage, meticulously maintain detailed records and documentation of Windows configurations, procedures, and troubleshooting steps for future reference
  - Collaborate seamlessly with support teams to escalate and resolve complex issues, and enhance Windows system operations and user experience by proactively monitoring and analyzing performance
- **Help Desk Analyst** [Apr. 2005 - Mar 2006]
  - Act as the primary point of contact for students and staff, offering support through various channels including in-person, phone, email, or ticketing system.
  - Effectively diagnose technical issues, employing troubleshooting techniques and knowledge base resources to address hardware, software, and network problems, ensuring accurate and timely solutions
  - Deliver basic training and guidance to students on essential tasks like software usage, password resets, and system configurations, fostering self-service capabilities and improving user proficiency
  - Proactively identify recurring issues and areas for process enhancement within the help desk function, collaborating to develop best practices and service improvements
  - Provide updates and troubleshooting assistance to students and professors for operating systems (Windows, macOS, Linux instructions guidance and instruction on their effective utilization
- **Programmer Analyst Trainee** [May 2004 – Apr. 2005]
  - Assist in the design, development, testing, and debugging phases of systems and applications, ensuring compliance with project requirements and industry standards
  - Collaborate closely with clients and team members to gather and analyze requirements, actively contributing to creating functional specifications and design documents that serve as blueprints for development efforts
  - Install and troubleshoot Windows and application software, including patches and updates, ensuring smooth operation and optimal performance
  - Coordinate and set up conference requirements, including audio and video support, to facilitate seamless communication and collaboration
  - Install and troubleshoot classroom software, and manage video projectors and streaming tools to ensure effective instructional support

**University of Applied Science and Technology and Azad University**  
 Tehran, Iran

**Feb. 2014 – Jun. 2018**

- University Lecturer and Instructor
  - Courses: Programming Languages (C++, Visual Basic, and Web), Operating Systems, Databases, Computer Networks, LAN Design, Network Management, TCP / IP Protocols, Switches and Routers

**Alborz Computer Company**
**Apr. 2004 – Sep. 2008**

Tehran, Iran

- **Network Specialist** [May 2006 – Sep. 2008]
  - Design, plan, and implement network solutions, monitor performance, identify bottlenecks, and optimize for enhanced efficiency and reliability
  - Diagnose and resolve network issues promptly, encompass connectivity, latency, and security concerns, and maintain security measures like firewalls, and VPNs
  - Design workgroup and domain structures, and execute the installation and configuration of Active Directory on Windows Server by setting up necessary servers and services
  - Collaborate closely with other teams, particularly those focused on Windows-based development and R&D, to ensure proper configuration of their infrastructures, including SQL servers and backup systems
  - Maintaining network documentation aids in troubleshooting, auditing, and knowledge sharing, while capacity planning ensures network scalability and performance meet current and future business demands
- **Support Analyst Tier2** [Mar. 2005 – May 2006]
  - Provide expert-level technical support and troubleshooting for escalated IT issues, collaborating closely with other analysts and partners to resolve them efficiently and minimize the impact on business operations
  - Conduct root cause analysis for recurring or critical issues, assist in policy development, and serve as a subject matter expert, providing guidance and training to team member
  - Install, maintain, and troubleshoot network routers and switches, providing client assistance with system issues.
  - Configure and manage partner servers, set up Active Directory, configure group policies, and install DNS, DHCP, antivirus, printers, files, and required services on servers.
- **Support Analyst Tier1** [Apr. 2004 – Mar. 2005]
  - Provide technical assistance to end-users via phone, email, or the ticketing system as the primary point of contact
  - Assist customers with computer and network issues and provide on-site support for partners' network equipment, servers, PCs, laptops, and tablets
  - Provide proactive communication to end-users regarding the status of their support tickets while assisting with user account management tasks, including password resets, account provisioning, and access permissions adjustments
  - Work with clients and partners' IT support teams to exchange knowledge, best practices, and lessons learned, boosting support efficiency and effectiveness while engaging in continuous training to upgrade technical skills and stay abreast of emerging technologies
  - Assist end-users by installing, configuring, and updating various software applications on operating systems like Windows and Linux to enhance system performance, and improve overall user experience through proactive monitoring and analysis

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**VOLUNTEER**

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|---|--------------------|
| <ul style="list-style-type: none"> <li>• <b>Global Gathering Place</b><br/>Saskatoon, Canada</li> </ul>           | <b>2019 – 2023</b> |
| <ul style="list-style-type: none"> <li>• <b>International Women of Saskatoon</b><br/>Saskatoon, Canada</li> </ul> | <b>2019 – 2023</b> |

## EDUCATION

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### Applied IoT, 2023

British Columbia Institute of Technology, Canada

### Azure Developer Associate, 2023

Saskatchewan Polytechnic, Canada

### Software Developer, 2022

Saskatchewan Polytechnic, Saskatoon, Canada

### Full Stack Java Developer, 2019

ComIT, Saskatoon, Canada

### Master's Degree – Computer Engineering – Software, 2013

Azad University (IAU), Iran

### Bachelor's Degree – Computer Engineering – Software, 2009

Azad University (IAU), Iran

\* All documents evaluated by WES Credential Evaluation (ICAP), 2019

## CERTIFICATION

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### ▪ Microsoft

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|---|----------------|
| • Azure Administrator Associate (AZ-104)                          | May 2024       |
| • Secure Storage for Azure Files and Azure Blob Storage (AZ-1003) | May 2024       |
| • Microsoft 365 Fundamentals (MS-900)                             | October 2023   |
| • Security, Compliance, and Identity Fundamentals (SC-900)        | September 2023 |
| • Azure AI Fundamentals (AI-900)                                  | September 2023 |
| • Azure Data Fundamentals (DP-900)                                | September 2023 |
| • Power Platform Fundamentals (PL-900)                            | September 2023 |
| • Azure Fundamentals (AZ-900)                                     | September 2023 |

### ▪ Others

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|---|----------------|
| • Essentials on Azure DevOps Services and GitHub, Microsoft                                   | March 2023     |
| • Team Solution Design, Kyndryl   | January 2023   |
| • Salesforce Certified Administrator (SCA)  | November 2022  |
| • Leadership and Community Engagement (LACE), Saskatoon Open Door Society                     | March 2020     |
| • MCITP 2008 Server Administrator, Kahkeshan Noor Institute of Technology                     | July 2011      |
| • Network+, Kahkeshan Noor Institute of Technology  | September 2010 |
| • Information Technology (Level 1 & 2), Tehran Technical and Vocational Training Organization | September 2003 |
| • Hardware Technician, Tehran Technical and Vocational Training Organization                  | November 2003  |

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### References Available Upon Request

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