

Mohammad Jahanseir

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Highlights

- ✓ Over ten years' experience providing excellent sales skills, as well as strong ability to customer service and support
- ✓ Outgoing, confident, and able to engage with clients quickly and easily
- ✓ Committed to continuous learning to find a new solution
- ✓ Ability to remain calm and focused even in the most stressful situations
- ✓ Canadian Class 5 Drivers License

Work Experience

Certified Advisor

Sep 2019 – May 2021

Best Buy, Saskatoon, Canada

- Demonstrate an exceptional customer service orientation with cold call and challenging objections to create a positive outcome
- Provide customer service by addressing and resolving customer inquiries/issues in a timely manner and communicate efficiently with manager

IT Support Specialist

Dec 2018 - Jul 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 environment

Senior IT Specialist

May 2004 - Jul 2018

Islamic 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 training of primary clients
- Configured and monitored DNS policy, network security and maintained, updated antivirus servers and assisted clients with troubleshooting of 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

Network Support Specialist

Apr 2004 - Sep 2005

Alborz Computer Company (Internet Service Provider), Tehran, Iran

- Designed, maintained and operated various areas of client support which included broadband connectivity, security infrastructures, firewalls and network access control
- Monitored, responded 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), troubleshoot network, hardware and software issues, and resolved client problems and provided communications to clients and management

Volunteer

Global Gathering Place, Saskatoon, Canada

Jul. 2019 – Present

International Women of Saskatoon - Saskatoon, SK

Jul. 2019 - Present

- Help the Global gathering Place's clients in Saskatoon, assisted and mentor clients

Academic Education

Master's Degree - Computer Engineering - Software	2010 - 2013
Islamic Azad University (IAU), Iran	
Bachelor's Degree - Computer Engineering - Software	2006 - 2009
Islamic Azad University (IAU), Iran	
Associate Degree - Applied Computer - Software	2001 - 2004
Islamic Azad University (IAU), Iran	
* WES Credential Evaluation (ICAP) report available	2019

Certification

Full Stack Java Developer	2019
ComIT, Canada	
Leadership and Community Engagement (LACE)	2020
Saskatoon Open Door Society, Canada	
OHS Standard First Aid, CPR-A and AED	2019
St. John Ambulance Saint-Jean Society, Canada	
Cultural Bridging: Train the Trainer	2019
Saskatoon Open Door Society, Canada	
English For Employment (E4E)	2019
Saskatoon Open Door Society, Canada	
MCITP 2008 Server Administrator	2011
Kahkeshan Noor Institute of Technology, Iran	
Network+ (CompTIA Network+)	2010
Kahkeshan Noor Institute of Technology, Iran	
Information Technology (IT) in Multimedia (Level 1 and Level 2)	2003
Tehran Technical and Vocational Training Organization, Iran	
Hardware Technician (CompTIA A+)	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"*