

# Mohammad Jahanseir

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## Highlights

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- ✓ Over 10 years' experience providing excellent IT service and support
- ✓ Excellent computer skills, as well as strong ability to troubleshoot network, security, and software issues
- ✓ Outgoing, confident, and able to engage with clients quickly and easily
- ✓ Committed to continuous learning to find new solutions and new technology
- ✓ Ability to remain calm and focused even in the most stressful situations
- ✓ Full Stack Java Certified by ComIT in Saskatoon
- ✓ Canadian Class 5 Driver's license

## Areas of Expertise

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- Operating Systems: Windows (Clients and Servers), Linux (Ubuntu and other GUI versions)
- Network: Cisco, HP, MicroTik
- Programming: Java, Python, Java Script, C++, HTML, CSS, My SQL
- Multimedia: Adobe Photoshop and Premiere

## Work Experience

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### Certified Advisor

Sep 2019 – Dec 2020

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

### SEO and Social media Expert (*Casual*)

Apr 2019 – Jun 2019

1Maids

- Identified and improved organizational development aspects to improve content
- Analyzed incites from social media to create a definite content strategy by catering to the interests of the users
- Search Engine Optimization by fixing content

### 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 polices, 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

### University Lecturer (x3)

University of Applied Science and Technology, Iran	Feb 2015 - Feb 2018
Islamic Azad University (IAU), Iran	Sep 2012 - Jul 2015
SAMA Technical and Vocational Center, Iran	Feb 2014 - Jul 2015
▪ <b>Courses Taught:</b> Programming Languages (C++, Visual Basic, and Web), Operating Systems, Databases, Computer Networks, LAN Design, Network Management, TCP / IP Protocols, Switches and Routers, etc.	

### 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

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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

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

### Certification

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

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References Available Upon Request