

# Mohammad Jahanseir

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## Highlights

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- ✓ Over ten 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 a new solution 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 Drivers 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 – Oct. 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

- Identify and improve organizational development aspects to improve content
- Analyze 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
- Perform network support tasks for WAN, LAN, and support client's hardware and software
- Configure Active Directory, security policies, DNS and DHCP services and install computers in both stand-alone and network environment

### **Senior Network Specialist**

May 2004 - Jul 2018

Islamic Azad University (IAU), Science and Research Branch, Tehran, Iran

- Design, implement and maintain network infrastructures, perform LAN and internet facing security scanning
- Install and configure different servers and client's systems, supervise, and assist with training of primary clients
- Configure and monitor DNS policy, network security and maintain, update antivirus servers and assist 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

- **Courses Taught:** 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

- Design, maintain and operate various areas of client support which included broadband connectivity, security infrastructures, firewalls and network access control
- Monitor, respond and administrate security incidents, DNS, email gateway, ftp, vpn, and other internet services
- Manage and monitor support for all TCP/IP network configurations (LAN and WAN), troubleshoot network, hardware and software issues, and resolve client problems and provide 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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**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

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**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

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**Farid Ahmadzadeh**

Manager of Atlas Office Solution

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**Maryam Akhgar**

Manager of 1Maids

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**Amir Farshad**

Team Lead in Best Buy

(306)914-6959

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**Elwood Stewart Sharp**

English Teacher in Saskatoon

(306)652-1563

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