

Mohammad Jahanseir

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Highlights

- ✓ Armed with more than 15 years of experience as a technology support personnel and sales, 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
- ✓ Valuable knowledge and experience in hi-tech and familiar with CompTIA A+, Network+ and Microsoft MCITP
- ✓ Canadian Class 5 Experience Drivers License

Work Experiences

Certified Advisor

Sep. 2019 – Apr. 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

Volunteer

Jul. 2019 - Present

- Global gathering Place, Saskatoon, Canada

- International Women of Saskatoon, Saskatoon, Canada

- Help the International Woman of Saskatoon's clients in Saskatoon, assisted and mentor clients

Customer Support

Dec. 2018 – Aug. 2019

Atlas Office Solution, Saskatoon, Canada

- Contribute in a positive, inclusive way within a team environment and effective personal and communicational through cold calls
- Set up and maintenance all user's computers as well as LAN and wireless systems, diagnose errors and technical problems and determine proper solutions
- Performed network support tasks for WAN, LAN, and support client's hardware and software

Advanced Computer Technician

Oct. 2010 – Jul. 2018

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

- Designed, implemented and maintained system and network infrastructures, perform LAN and internet
- Installed and configured different operating systems, troubleshoot and diagnose hardware and software issues
- Supervised and trained clients
- Configured and monitored network policy and maintained, updated antivirus servers and assisted clients with troubleshooting of their networks, security, operating system and e-mail

Mobility Sales and Customer Service

Jan. 2009 - Sep.2010

Mobile Telecommunication Company of Iran Sales Agent, Tehran, Iran

- Matched customers with service based on their needs and desires
- Maintained and updated sales activity records in tracking system
- Effective personal and communicational through cold calls

Internet Service Specialist

Nov. 2006 - Dec.2008

Mahan Net, Tehran, Iran

- Conducted demonstrations of Internet services and maintained new client networks
- Submitted client orders and provided installation service assistance as needed

Help Desk Support

Apr. 2004 – Sep. 2006

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

- Provided Help Desk support and effective customer service for a large internet service provider
- Confidently dealt with each customer's needs and consistently able to resolve customer issues
- Designed, maintained and operated various areas of client support which included broadband connectivity
- Monitored, responded and administered systems and network incidents, troubleshoot network, hardware and software issues, and resolved client problems and provided communications to clients and management

Academic Educations

Bachelor's Degree - Computer Engineering - Software

2006 - 2009

Azad University, Tehran, Iran

Associate Degree - Applied Computer - Software

2001 - 2004

Azad University, Tehran, Iran

Certification

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

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"*

References

- **Amir Farshad**
Team Lead in Best Buy
(306)914-6959
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- **Farid Ahmadzadeh**
Manager of Atlas Office Solution
(306)591-3466
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- **Elwood Stewart Sharp**
English Teacher in Saskatoon
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