

# Mohammad Jahanseir

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Permanent Resident (PR)

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## Highlights

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- ✓ Over ten years experience providing excellent customer service and after sales support.
- ✓ Excellent computer skills, as well as strong ability to troubleshoot hardware and software issues
- ✓ Effective communication skills: English and Persian
- ✓ Outgoing and confident and able to engage with customers quickly and easily
- ✓ Committed to continuous learning in order to present products and services accurately
- ✓ Ability to remain calm and focussed even in the most stressful situations
- ✓ Physically fit and committed to working hard for the entire shift
- ✓ Canadian Class 5 Drivers Licence

## Work Experience

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### IT Support

Dec. 2018 – Apr. 2019

Atlas Office Solution, Saskatoon, Canada

- Assisted with sales through cold calls, provided desktop and mobile printer setup, troubleshooting hardware and network issues, design and maintenance of company websites, as well as Network and wireless systems setup, workgroup and domain setup, SMB, SMTP, FTP configuration

### Advanced Computer Technician

May 2004 – Jul. 2018

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

- Monitored, maintained and troubleshot computer systems and networks, web site management, responsible for media and audio-visual requirements for classrooms and conferences. Effectively collaborated with other departments, in order to support the needs of a university population of 45,000 students and 3000 faculty members.

### Help Desk Support

Apr. 2004 – Sep. 2005

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 Network Monitoring, troubleshooting and quick resolution of each customer's computer issues. Consistently able to resolve customer issues.

### Sales

Dec. 2001 - Dec. 2003

Self-Employed, Tehran, Iran

- Sourced digital devices and CDs, negotiated with local suppliers and sold products and services throughout the city.

## Education

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### Bachelor's Degree - Computer Engineering - Software

2006 - 2009

Islamic Azad University (IAU), Iran

### Associate Degree - Applied Computer - Software

2002 - 2004

Islamic Azad University (IAU), Iran

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