

Mohammad Jahanseir

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Highlights

- ✓ 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 in order to find a new solution and new technology
- ✓ Ability to remain calm and focused even in the most stressful situations
- ✓ Canadian Class 5 Drivers License

Areas of Expertise

- 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

Certified Advisor

Sep. 2019 – present

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 - Apr 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

IT 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

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)

2019

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)

2003

Tehran Technical and Vocational Training Organization, Iran

Information Technology (IT) in Multimedia (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”