

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, hardware 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
- ✓ Currently certified Full Stack Java and Leadership and Community Engagement in Saskatoon
- ✓ 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, 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

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

Farid Ahmadzadeh	Maryam Akhgar	Elwood Stewart Sharp
Manager of Atlas Office	Manager of 1Maids	English Teacher in Saskatoon
Solution (306)591-3466	(306)341-0725	(306)652-1563
info@atlasoffice.ca	care@1maids.com	abbers@sasktel.net

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