

Mohammad Jahanseir

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Highlights

- ✓ Over ten years' experience providing excellent sales skills, as well as strong ability to customer service and support.
- ✓ Excellent 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
- ✓ Ability to remain calm and focused even in the most stressful situations
- ✓ Canadian Class 5 Drivers License

Work Experience

Certified Advisor

Sep. 2019 – present

Best Buy, Saskatoon, Canada

- Assisted with customer, advise and consultation to clients

Volunteer

Jul. 2019 - Present

Global gathering Place, Saskatoon, Canada

- Help the Global gathering Place's clients in Saskatoon, assisted and mentor clients

Volunteer

Jul. 2019 - Present

International Women of Saskatoon - Saskatoon, SK

- 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

- Assisted with sales through cold calls, provided desktop and mobile printer setup, troubleshooting hardware and network issues.

Advanced Computer Technician

May 2012 – Jul. 2018

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

- Monitored, maintained, and troubleshoot computer systems and networks. Effectively collaborated with other departments, in order to support the needs of a university population of 45,000 students.

Mobility Sales

Oct. 2010 – Nov. 2012

Mobile Telecommunication Company of Iran (MCI) Sales Agent, Tehran, Iran

- Matched customers with service based on their needs and desires, sold and serviced data and voice services. Maintained and updated sales activity records in tracking system.

Internet Service Sales

Jan. 2009 - Sep.2010

Mahan Net, Tehran, Iran

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

Home Appliance Sales Assistance

Nov. 2006 - Dec.2008

Anahit Appliance company, Tehran, Iran

- Made customer appliance recommendations based on their individual needs. Researched and stayed current on all appliance product and technology information. Monitored assigned store areas as required.

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

Academic Education

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

References Available Upon Request

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