

<p><b>SUMMARY &amp; CAREER HIGHLIGHTS:</b></p>	<p><b>Summary:</b></p> <p>Over 15 years of experience in all facets of software and Networks, with possess outstanding creative problem-solving and analytical skills. Objective – Seeking a challenging position in Software projects, highly motivated team player with a positive attitude to support a cooperative environment. Enjoy learning new things and assimilating new ideas quickly and have strong organizational skills with the ability to execute tasks within a tight deadline. As Programmer Analyst at ISM working with many different teams like automation (ScienceLogic), ServiceNow (cloud computing platform for digital workflows in enterprise operations) development, Salesforce (CRM focused on sales, customer service, marketing automation, analytics, and application) development and Microsoft PowerApps development equipped me to work with a variety of platforms in the dynamic environment.</p> <p><b>Highlights:</b></p> <ul style="list-style-type: none"> <li>• Software Developer and Full Stack Java Certified</li> <li>• Master’s degree in software engineering</li> <li>• Over 15 years of experience providing excellent IT service and support</li> <li>• Excellent computer skills, adopting new concepts as well as responsibilities</li> <li>• Unique customer service skills with an outgoing, confident personality allowing me to engage with clients quickly and easily</li> <li>• Ability to remain calm and focused even in the most stressful situations</li> <li>• Committed to continuous learning to find new solutions and new technology</li> <li>• Team player with a dynamic outlook on life and a strong desire to pursue success</li> </ul>
<p><b>PROFESSIONAL SKILLS</b></p>	<ul style="list-style-type: none"> <li>• Languages: Java, C++, C#, JavaScript, Node.js, React, HTML/CSS, jQuery, XML</li> <li>• Database: My SQL, MongoDB</li> <li>• Software: ServiceNow, Salesforce, Microsoft PowerApps</li> <li>• Software Development: UX and UI design, Agile</li> <li>• Version Control System: GIT (GitHub, Bitbucket)</li> <li>• Operating Systems: macOS, Windows, Linux</li> <li>• Application: MS Office, Adobe Photoshop, Premiere, Balsamiq, Figma</li> </ul>

<b>RECENT &amp; RELEVANT EXPERIENCE:</b>	<b>PROJECT #1. RBC Order Management System (RBOMS)</b>	
	<b>ISM/Kyndryl</b>	
	<b>Role: PowerApps Developer</b>	<b>May. 2023 – Present</b>
	<b>Information:</b> The RBC Order Management System (RBOMS) is an app based on fulfilling service requests from RBC customers. It allows users to track order details such as completion status, location, and date, and generate and analyze financial reports that are validated against the OMS database. RBOMS also ensures that the requested hardware has been accurately ordered through shipping vendors. RBOMS enables users to view orders for financial reporting purposes and run queries on records within a specific period. It allows users to create new orders in the database for tracking purposes, update all order record information for billing purposes monthly, and generate monthly and yearly financial reports that are validated against the database. Overall, the application reduces manual work, automates complex scripts, eliminates redundancy, and enhances workflow efficiency and repeatability.	
	<b>Technology skills used:</b> 1. Microsoft PowerApps 2. Dataverse 3. Power Automate 4. HTML/CSS 5. Microsoft Planner	
	<b>PROJECT #2. Fulfillment Order Reconciliation Exchange (FOREX App)</b>	
	<b>ISM/Kyndryl</b>	
	<b>Role: PowerApps Developer</b>	<b>Jan 2023 - May 2023</b>
	<b>Information:</b> The Fulfillment Order Reconciliation Exchange (FOREX) is a database utilized by Kyndryl ITS Order Support Center in Canada to oversee and manage OEM fulfillment. Its purpose was to provide support for OEM fulfillment, from the quoting stage to the final collection, and it serves as a centralized location for all related information. FOREX could manage and track orders for various product types, vendors, and Business Units, whether for resale or internal fulfillment. As a centralized repository for OEM fulfillment information, FOREX offered several advantages, including uniform order processing and data capture, invoice reconciliation, financial summary, exception management, and metrics and reports. By utilizing FOREX, the Order Support Center can ensure consistent processing and recording of orders and related data, and efficiently manage invoice reconciliation and financial summaries. Additionally, FOREX's exception management feature enables quick identification and resolution of any issues that may arise during the fulfillment process. Finally, FOREX provides valuable metrics and reports for informed decision-making and performance monitoring.	

	<b>Technology skills used:</b> <ol style="list-style-type: none"> <li>1. Microsoft PowerApps</li> <li>2. Dataverse</li> <li>3. Power Automate</li> <li>4. HTML/CSS</li> <li>5. Microsoft Planner</li> </ol>	
	<b>PROJECT #3. Salesforce</b>	
	<b>ISM/SaskTel</b>	
	<b>Role: Salesforce developer</b>	<b>Nov. 2022 - Jan. 2023</b>
	<b>Information:</b> <p>Our team engaged in a long-term project with SaskTel, which spanned different streams and phases of work. Throughout this engagement, we were successful in completing several projects, including BTE (Business), BTE Hardening, CCE – Phase 1 (Consumers), and CCE – Phase 2 Asset &amp; Order Management (Foundation). We were actively working on CCE Phase 3 - Asset Order Management (Core &amp; Evolution) and preparing for a Phase 4 (Communities) project.</p> <p>To ensure effective communication and collaboration, we adopted various tools and techniques. Firstly, we utilized murals to capture the business process flow, which included links from the Business Analyst team. This helped us visually represent the project flow and facilitate better comprehension and understanding of the process. Furthermore, we captured UX in the In Vision app, which was then attached to each JIRA story. This ensured that all team members were on the same page when it came to user experience.</p> <p>Lastly, we created a data model that was captured in the config workbook. This allowed us to track and document critical information and ensure consistency throughout the project.</p>	
	<b>Technology skills used:</b> <ol style="list-style-type: none"> <li>1. Visual Studio Code</li> <li>2. Salesforce CLI</li> <li>3. NPM</li> <li>3. LWC</li> <li>4. Vlocity Build Tool CLI v1.14.0</li> <li>5. JavaScript</li> <li>6. Apex</li> <li>7. GitHub</li> <li>8. Bitbucket</li> <li>9. Jira</li> <li>10. HTML/CSS</li> </ol>	
	<b>PROJECT #4. ServiceNow</b>	
	<b>ISM</b>	
	<b>Role: ServiceNow Developer</b>	<b>Aug. 2022 – Nov. 2022</b>
	<b>Information:</b> <p>Our team possesses specialized expertise in delivering ServiceNow Professional</p>	

	<p>Services to clients. Our range of services includes setting up customers in ServiceNow, building integrations, and working closely with each delivery team to establish processes for extracting, transforming, and presenting Service Level and Billing reports. Also committed to continually enhancing ServiceNow with new features, fixing defects, and providing education and support to ServiceNow users.</p> <p>As part of our service offering, we could customize and develop the stories requested by clients for the backend and user interface, ensuring a seamless and tailored ServiceNow experience. Our team's ability to deliver personalized solutions tailored to each client's unique needs is a key factor in ensuring our clients receive a comprehensive and effective ServiceNow implementation.</p> <p><b>Technology skills used:</b></p> <ol style="list-style-type: none"> <li>1. ServiceNow Platform</li> <li>2. JavaScript</li> <li>3. Visual Studio Code</li> <li>4. HTML/CSS</li> </ol>								
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	<b>Senior IT Specialist</b>	
	<b>Azad University Science and Research Branch, Tehran, Iran</b>	<b>May 2004 – Jul. 2018</b>
	<b>Information:</b> <ul style="list-style-type: none"> <li>• Designed, implemented, and maintained network infrastructures, perform LAN and internet-facing security scanning</li> <li>• Installed and configured different servers and client's systems, supervised, and assisted with the training of primary clients</li> <li>• Configured and monitored DNS policy, network security and maintained updated antivirus servers and assisted clients with troubleshooting their networks, security, operating system, and e-mail</li> <li>• Conduct server security administration and management system, review and recommend secure system configuration for workstations and laptops</li> </ul>	
	<b>Network Support Specialist</b>	
	<b>Alborz Computer Company (ISP), Tehran, Iran</b>	<b>Apr. 2004 – Sep. 2005</b>
	<b>Information:</b> <ul style="list-style-type: none"> <li>• Designed, maintained, and operated various areas of client support which included broadband connectivity, security infrastructures, firewalls, and network access control</li> <li>• Monitored, responded to, and administered security incidents, DNS, email gateway, FTP, VPN, and other internet services</li> <li>• Managed and monitored support for all TCP/IP network configurations (LAN and WAN), troubleshoot network, hardware, and software issues, and resolved client problems and provided communications to clients and management</li> </ul>	

<b>EDUCATION:</b>	<b>Software Developer</b> Saskatchewan Polytechnic, Saskatoon, Canada	2021-2022
	<b>Full Stack Java Developer</b> ComIT, Saskatoon, Canada	2019
	<b>Master's Degree - Computer Engineering – Software</b> Azad University (IAU), Iran	2010 - 2013
	<b>Bachelor's Degree - Computer Engineering - Software</b> Azad University (IAU), Iran	2006 - 2009

<b>PROFESSIONAL ACCREDITATION &amp; MEMBERSHIPS:</b>	<b>Essentials on Azure DevOps Services and GitHub Certificate</b> Microsoft	2023
	<b>Team Solution Design</b> Kyndryl, Canada	2023
	<b>Salesforce Certified Administrator (SCA)</b> Salesforce	2022
	<b>Leadership and Community Engagement (LACE)</b> Saskatoon Open Door Society, Canada	2020

	<b>Cultural Bridging: Train the Trainer</b> Saskatoon Open Door Society, Canada	2019
	<b>MCITP 2008 Server Administrator</b> Kahkeshan Noor Institute of Technology, Iran	2011
	<b>Network+</b> Kahkeshan Noor Institute of Technology, Iran	2010
	<b>Information Technology (Level 1 and Level 2)</b> Tehran Technical and Vocational Training Organization	2003
	<b>Hardware Technician</b> Tehran Technical and Vocational Training Organization	2003
	Microsoft: <a href="https://learn.microsoft.com/en-us/users/jahanseir/">https://learn.microsoft.com/en-us/users/jahanseir/</a>	
	Salesforce (Trailblazer): <a href="https://trailblazer.me/id/jahanseir">https://trailblazer.me/id/jahanseir</a>	

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