

MOHAMMAD JAHANSEIR

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HIGHLIGHTS

- Microsoft Azure and Power Platform Certified
- Master's degree in software engineering, Software Developer, Applied IOT and Full Stack Java Certified
- Over 15 years of experience providing excellent IT service and support
- Excellent computer skills, adopting new concepts as well as responsibilities
- Unique customer service skills with an outgoing, confident personality.
- Engages with clients quickly and easily
- Ability to remain calm and focused even in the most stressful situations
- Committed to continuous learning to find new solutions and new technology
- Team player with a dynamic outlook on life and a strong desire to pursue success

AREAS OF EXPERTISE

- Microsoft: Azure, Power Platform, Microsoft 365, Security and Compliance, Dynamics 365
- Programming: Java, C++, C#, JavaScript, Node.js, React, HTML, CSS
- Database: My SQL, MongoDB, Dataverse
- SaaS and PaaS: ServiceNow, Salesforce, ScienceLogic
- Software Development / Version Control: UX and UI design, Agile, GIT (GitHub, Bitbucket)
- Operating Systems: Windows, Linux, macOS, iOS
- Application: MS Office, Adobe Photoshop, Premiere, Balsamiq, Figma

PROFESSIONAL EXPERIENCE

ISMCanada

Jun. 2022 – Present

Saskatoon, Canada

❖ Support Analyst

Effectively overseeing installations, monitoring, testing, and providing comprehensive support through ticket-based workflows and on-call scenarios to ensure prompt issue resolution and seamless system operation. Specializing in designing and developing robust systems using cutting-edge software solutions, I customize and integrate them to align with organizational objectives. Conducting training sessions for customers, partners, and colleagues optimizes resource utilization and enhances troubleshooting efficiency. Proactively monitoring and resolving issues across LAN, WAN, SD-WAN, and the Saskatoon Data Center, preemptively addressing emerging concerns to uphold system health. Implementing industry best practices for network configuration, optimization, and security ensures business continuity and resilience against disruptions.

Technology: LAN, WAN, CISCO, Meraki, Velocloud, Cloud, VMWare, ScienceLogic, ServiceNow

❖ Programmer Analyst

• PowerApps Developer

- RBOMS fulfilled service requests from RBC customers via the OMS database, tracking and managing orders while generating and validating financial reports. It verified accurate hardware orders from shipping vendors and aimed to reduce manual work through automation, streamlining workflows for enhanced productivity and user experience.
- FOREX was Kyndryl Order Support Center's database in Canada for OEM fulfillment, managing diverse orders, vendors, and Business Units. It ensured uniform processing, managed invoice reconciliation, provided valuable metrics for informed decision-making, and facilitated performance monitoring.

Technology: Microsoft PowerApps, Dataverse, Power Automate, Microsoft Planner

• Salesforce developer

During the SaskTel engagement, captured process flow with murals, documented UX in the app, and attached it to JIRA stories. We have created and documented data models in the config workbook, prioritizing communication, and

collaboration for seamless progress. Visual aids improved comprehension, and we diligently tracked and documented critical information consistently throughout the project.

Technology: Visual Studio Code, Salesforce Platform, GitHub, Jira and Bitbucket

- **ServiceNow Developer**

Set up customers in ServiceNow, building integrations and processes for Service Level and Billing reports. Enhancements, defect fixes, and user support were provided—customized backend and user interface stories for personalized solutions based on client requests.

Technology: ServiceNow Platform, JavaScript, Visual Studio Code

- **ScienceLogic Automation**

Specialized in delivering SL1 architectural designed services, tailoring solutions to meet specific client needs. Implemented scalable, efficient, and reliable SL1 solutions, ensuring long-term client success and customized services that aligned perfectly with the client's objectives, resulting in robust and sustainable SL1 implementations.

Technology: ScienceLogic Platform

IT Support Specialist

Dec. 2018 – Aug. 2019

Atlas Office Solution, Saskatoon, Canada

- Set up and maintained printers, copiers, and computer networks, as well as desktop and mobile systems running Windows, Linux, and Mac operating systems. Handled the setup and maintenance of LAN and wireless systems for clients, diagnosing errors and technical problems to determine appropriate solutions. Performed network support tasks for WAN and LAN. Configured Active Directory, security policies, DNS, DHCP, print server and other servers and services, and service computers and printers in both stand-alone and network environments. Provided customer training and guidelines and reported IT performance and needs to the head office.

Senior IT Specialist

May. 2004 – Jul. 2018

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

- Played a key role in designing, implementing, and maintaining network infrastructures, focusing on security measures. This included installing and configuring servers and client systems to ensure optimal performance. Provided training and guidance to students, faculty members, and colleagues, tailored to their specific needs for utilizing systems and software effectively. Took charge of installing, maintaining, and monitoring various servers such as Active Directory, DNS, DHCP, network security, and antivirus software offering troubleshooting support. I addressed issues related to networks, security, and operating systems, including Windows and Linux clients and server editions, as well as email systems. Undertook server and client administration and configuration tasks, along with reviewing and recommending secure system configurations for workstations, laptops, and tablets.

Network Support Specialist

Apr. 2004 – Sep. 2005

Alborz Computer Company, Tehran, Iran

- Designed, maintained, and operated client support for broadband connectivity, security infrastructures, firewalls, and network access control. Monitored and responded to security incidents, DNS, email gateway, FTP, VPN, and other internet services. Managed TCP / IP network configurations (LAN and WAN), troubleshooting network, hardware, and software issues while resolving client problems and providing communication to both clients and management.

VOLUNTEER

- Global Gathering Place, Saskatoon, Canada, 2019 – 2023
- International Women of Saskatoon, Saskatoon, Canada, 2019 – 2023

EDUCATION

Applied IoT, 2023

British Columbia Institute of Technology, Canada

Azure Developer Associate, 2023

Saskatchewan Polytechnic, Canada

Software Developer, 2022

Saskatchewan Polytechnic, Saskatoon, Canada

Full Stack Java Developer, 2019

ComIT, Saskatoon, Canada

Master's Degree – Computer Engineering – Software, 2013

Azad University (IAU), Iran

Bachelor's Degree – Computer Engineering – Software, 2009

Azad University (IAU), Iran

* All documents evaluated by WES Credential Evaluation (ICAP), 2019

CERTIFICATION

- **Microsoft**
 - **Azure**
 - Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) September 2023
 - Microsoft Certified: Azure AI Fundamentals (AI-900) September 2023
 - Microsoft Certified: Azure Data Fundamentals (DP-900) September 2023
 - Microsoft Certified: Azure Fundamentals (AZ-900) September 2023
 - **Power Platform**
 - Microsoft Certified: Power Platform Fundamentals (PL-900) September 2023
 - **Microsoft 365**
 - Microsoft Certified: Microsoft 365 Fundamentals (MS-900) October 2023
- **Others**
 - Essentials on Azure DevOps Services and GitHub, Microsoft March 2023
 - Team Solution Design, Kyndryl January 2023
 - Salesforce Certified Administrator (SCA) November 2022
 - Leadership and Community Engagement (LACE), Saskatoon Open Door Society March 2020
 - MCITP 2008 Server Administrator, Kahkeshan Noor Institute of Technology July 2011
 - Network+, Kahkeshan Noor Institute of Technology September 2010
 - Information Technology (Level 1 & 2), Tehran Technical and Vocational Training Organization September 2003
 - Hardware Technician, Tehran Technical and Vocational Training Organization November 2003

References Available Upon Request

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