MOHAMMAD JAHANSEIR

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HIGHLIGHTS

- 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
- Saskatchewan Driver's License

PROFESSIONAL EXPERIENCE

- **Tech Specialist** [May2021 - Present]
  London Drugs, Saskatoon, Canada
  - Provide excellent customer service by assisting customers by promoting products/services, locating merchandise, and making purchase decisions
  - Highly organized and able to multitask effectively and work under changing priorities
  - Provide assistance to management on special projects or any other tasks
  - Ensure quality and service levels are maintained to Company standards
  - Keep learning and updating the latest technical knowledge to promote Tech products, peripherals, and Tech technologies

- **Certified Advisor** [Sep 2019 – May 2021]
  Best Buy, Saskatoon, Canada
  - Demonstrate an exceptional customer service orientation with a cold call and challenging objections to creating a positive outcome
  - Provide customer service by addressing and resolving customer inquiries/issues in a timely manner and communicating efficiently with the manager
  - Staying up to date with the latest technology trends and product releases in order to provide the most relevant and accurate advice.
  - Demonstrating product features and benefits to customers and helping them make informed purchasing decisions.

- **IT Support Specialist** [Dec 2018 - Aug 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
  - Performed network support tasks for WAN, LAN, and support client's hardware and software
  - Configured Active Directory, security policies, DNS and DHCP services and installed computers in both stand-alone and network environments

- **Senior IT Specialist** [May 2004 - Jul 2018]
  Azad University (IAU), Science and Research Branch, Tehran, Iran
  - Designed, implemented, and maintained network infrastructures, perform LAN and internet-facing security scanning
  - Installed and configured different servers and client's systems, supervised, and assisted with the training of primary clients
  - Configured and monitored DNS policy, and network security and maintained updated antivirus servers and assisted clients with troubleshooting their networks, security, operating system, and e-mail

- o 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, Tehran, Iran
    - o Designed, maintained, and operated various areas of client support which included broadband connectivity, security infrastructures, firewalls, and network access control
    - o Monitored, responded to, and administered security incidents, DNS, email gateway, ftp, VPN, and other internet services
    - o Managed and monitored support for all TCP/IP network configurations (LAN and WAN), troubleshot network, hardware, and software issues, and resolved client problems and provided communications to clients and management

EDUCATION

Software Developer, 2022
Saskatchewan Polytechnic, Saskatoon, Canada

Bachelor's Degree – Computer Engineering – Software, 2009
Azad University (IAU), Iran

VOLUNTEER

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

CERTIFICATION

Salesforce Certified Administrator (SCA), 2022
Salesforce

Leadership and Community Engagement (LACE), 2020
Saskatoon Open Door Society, Canada

Cultural Bridging: Train the Trainer, 2019
Saskatoon Open Door Society, Canada

OHS Standard First Aid, CPR-A and AED, 2019
St. John Ambulance Saint-Jean Society, Canada

English For Employment (E4E), 2019
Saskatoon Open Door Society, Canada

MCITP 2008 Server Administrator, 2011
Kahkeshan Noor Institute of Technology, Iran

Network+, 2010
Kahkeshan Noor Institute of Technology, Iran

Information Technology (Level 1 and 2), 2003
Tehran Technical and Vocational Training Organization, Iran

Hardware Technician, 2003
Tehran Technical and Vocational Training Organization, Iran