MOHAMMAD JAHANSEIR

Saskatoon, SK

mjahanseir@gmail.com | +1(306)716-5524
Linkedin.com/in/Jahanseir | mjahanseir.github.io

HIGHLIGHTS

- Microsoft Azure and Power Platform Certified
- Master's degree in software engineering and Software Developer 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

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

PROFESSIONAL EXPERIENCE

ISMCanada   **Jun. 2022 – Present**

Saskatoon, Canada

❖ **Support Analyst**

Designing, deploying, and maintaining applications and infrastructure while ensuring proficiency in utilizing packaged software systems. Additionally, adept at providing training to both customers and colleagues for resource utilization, alongside delivering comprehensive support services. Specialized in proactive monitoring, thorough analysis, and swift resolution of issues, proficiently addressing diverse challenges, and optimizing operational efficiency.

Technology: CISCO, Meraki, ScienceLogic, ServiceNow, LAN, WAN

❖ **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.

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

- **PowerApps Developer**

  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

- Setup and maintenance, diagnosing technical issues in LAN and wireless systems, and providing effective solutions. Handled network support for clients' WAN, LAN, hardware, and software. Efficiently configured Active Directory, security policies, DNS, and DHCP services, and installed computers in stand-alone and network environments.

Senior IT Specialist   May. 2004 – Jul. 2018

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

- Managed network infrastructures, performed security scanning, installed, and configured servers and client systems, supervised client training, monitored DNS policy and network security, maintained antivirus servers, and offered troubleshooting assistance for networks, security, operating systems, and email. Server security administration and secure system configuration recommendations for workstations and laptops were also part of the responsibilities.

University Lecturer   Feb. 2014 – Jun. 2018

University of Applied Science and Technology, Tehran, Iran

Azad University (IAU), Tehran, Iran

SAMA Technical and Vocational Center, Tehran, Iran

- Courses: Programming Languages (C++, Visual Basic, and Web), Operating Systems, Databases, Computer Networks, LAN Design, Network Management, TCP / IP Protocols, Switches and Routers

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

- Essentials on Azure DevOps Services and GitHub, Microsoft   March 2023
- Team Solution Design, Kyndryl   January 2023
- Salesforce Certified Administrator (SCA)   November 2022