

# MOHAMMAD JAHANSEIR

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## HIGHLIGHTS

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- Microsoft Azure, AI, Data, Security 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

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

## PROFESSIONAL EXPERIENCE

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- **ISMCanada, Saskatoon, Canada** **Jun. 2022 – Present**
  - **Programmer Analyst**
    1. **PowerApps Developer**
      - 1.1. RBOMS (RBC Order Management System):
        - Service requests from RBC customers were handled using the OMS database, with orders tracked and managed while financial reports were generated and validated. The accuracy of hardware orders from shipping vendors was ensured, and efforts were focused on reducing manual work through automation and streamlining workflows for improved productivity and user experience.
        - Users are allowed by RBOMS to view orders for financial reporting, run queries on records within specific periods, create new orders for tracking, update order information for monthly billing, and generate validated monthly and yearly financial reports.
        - Reduces manual work, automates complex scripts, eliminates redundancy, and enhances workflow efficiency and repeatability.
      - 1.2. FOREX (Fulfillment Order Reconciliation Exchange):
        - The Kyndryl Order Support Center's database in Canada for OEM fulfillment was managed, encompassing the handling of diverse orders, vendors, and business units. Uniform processing was ensured, invoice reconciliation was managed, valuable metrics

for informed decision-making were provided, and performance monitoring was facilitated.

- o The Order Support Center ensures consistent processing and recording of orders and related data, efficiently manages invoice reconciliation, and generates financial summaries.
- o FOREX's exception management feature quickly identifies and resolves issues during the fulfillment process, providing valuable metrics and reports for informed decision-making and performance monitoring.
- Technology: Microsoft PowerApps, Dataverse, Power Automate, HTML/CSS, Microsoft Planner, Figma

## **2. Salesforce developer**

- o During the SaskTel engagement, process flows were captured with murals, UX in the app was documented, and these were attached to JIRA stories. Data models were created and documented in the config workbook, with communication and collaboration prioritized for seamless progress. Comprehension was enhanced by visual aids, and critical information was diligently tracked and documented consistently throughout the project.
- o A long-term project with SaskTel, spanning different streams and phases of work, was engaged in by our team. Throughout this engagement, several projects were completed, including BTE (Business), BTE Hardening, CCE – Phase 1 (Consumers), and CCE – Phase 2 Asset & Order Management (Foundation). CCE Phase 3 - Asset Order Management (Core & Evolution) was actively being worked on, and preparation for a Phase 4 (Communities) project was underway.
- o Various tools and techniques were adopted to ensure effective communication and collaboration. Firstly, murals were utilized to capture the business process flow, including links from the Business Analyst team, visually representing the project flow and facilitating better comprehension and understanding of the process. Furthermore, UX was captured in the Invision app and attached to each JIRA story, ensuring all team members were on the same page regarding user experience. A data model was created and captured in the config workbook, allowing critical information to be tracked and documented, ensuring consistency throughout the process.
- Technology: Visual Studio Code, Salesforce Platform, NPM, JavaScript, Apex, Vlocity, HTML/CSS, GitHub, Jira and Bitbucket

## **3. ServiceNow Developer**

- o Setting up customers within the ServiceNow platform involves building integrations and processes to facilitate Service Level and Billing reports. Providing enhancements, defect fixes, and user support includes tailoring backend and user interface stories to deliver personalized solutions aligned with client requests. Ensuring the effective utilization of the platform and enhancing overall user experience is achieved through continuous improvement and customization.
- o Valuable Service Level Agreements (SLAs) and entitlements are developed and maintained for users and partners, ensuring consistent fulfillment of their needs and expectations. The system is customized and optimized according to individual client requirements, enhancing their experience and driving efficiency. Comprehensive learning and support resources are provided to empower clients in utilizing the system to its full potential, facilitating their

success. Strong relationships are fostered, and continuous improvement in system functionality and user satisfaction is pursued

- Technology: ServiceNow Platform, JavaScript, HTML/CSS, Jira, Bitbucket, Visual Studio Code

#### **4. ScienceLogic Developer**

- o Developing and maintaining the ScienceLogic platform to meet business objectives involves configuring, customizing, and extending its capabilities for effective monitoring and management of IT infrastructure. Collaborating with cross-functional teams to understand requirements, design solutions, and implement enhancements is essential. Troubleshooting and resolving issues are key to ensuring system stability and performance. Staying updated on emerging technologies and best practices is crucial for driving innovation and optimizing system functionality.
- o Our primary objective was to offer clients a tailored SL1 solution that caters to their specific needs and positions them for long-term success.
- o Our team's expertise in designing and implementing SL1 solutions enables us to deliver a solution that aligns with each client's unique requirements while ensuring that the solution is scalable, efficient, and reliable
- Technology: ScienceLogic Platform, Python, JavaScript, Jira, Microsoft Planner

#### **• Atlas Office Solution, Saskatoon, Canada**

**Jan. 2019 – Aug. 2021**

##### **• IT Support Specialist**

- o Set up and maintain printers, copiers, and computer networks, as well as desktop and mobile systems running Windows, Linux, and Mac operating systems
- o Manage the setup and ongoing maintenance of LAN and wireless systems for clients, actively diagnosing errors and technical issues to identify and implement appropriate solutions
- o Perform installations, updates, maintenance, and support for Windows Server environments, configuring Active Directory, security policies, DNS, DHCP, print servers, and other essential servers and services
- o Installs, configures, maintains, troubleshoots, and provides technical support for iOS devices such as iMac, MacBook, and iPad, ensuring stability, security, and seamless integration within organizational requirements
- o Configure, install and troubleshoot enterprise-level copiers, printers, and office equipment, ensuring seamless integration with existing systems and networks, offering ongoing support to clients to optimize functionality and performance
- o Deliver technical guidance and support to end-users, ensuring they understand and implement best practices for effective utilization of IT resources, and conduct comprehensive customer training sessions and detailed guidelines to ensure optimal usage of systems and services
- o Monitor IT performance metrics and assess evolving needs within the organization, providing regular reports and recommendations to the head office for strategic decision-making and resource allocation
- o Work closely with the IT manager to supervise asset management, ensuring precise tracking, maintenance, and effective utilization of technology resources, resulting in enhanced operational efficiency and economical solutions

- **Science and Research Branch, Azad University, Tehran, Iran**

**May. 2004 – Jul. 2018****1. Team Lead [May 2015 – Jul. 2018]**

- o Act as a technical liaison between multiple teams and facilities, translating client requirements into concrete solutions and addressing both functional and technical aspects
- o Create and develop technical guidelines and procedures for managed systems and actively engage in the review and drafting of high-level and low-level designs for projects
- o Collaborate with service management and project management teams on new projects and project extensions, including initiatives such as paperless systems, CRM implementations, and enrollment systems
- o Conduct systems assessments and develop remediation plans, managing escalated incidents, complex changes, and user requirements about managed services
- o Manage escalated incidents, complex changes, and user requirements associated with managed services, including problem management and service improvement plans
- o Provide regular reports on activity, performance, and capacity of customer devices and present findings as needed

**2. Application Specialist [Sep. 2009 - May 2015]**

- o The design and implementation of LAN/WAN networks are tailored for the University backbone, encompassing over 20 faculties and 15 research and innovation centers
- o Manage network infrastructures, including routing, switching, and security scanning, while also overseeing the installation and configuration of servers and client systems
- o Design and implement Windows servers encompassing a variety of services and servers, including AD, DNS, DHCP, network security measures and antivirus servers and provide troubleshooting assistance for networks, security, operating systems, and email systems as needed
- o Manage various aspects of differentiated network implementations including capacity planning, bandwidth management, design, testing, upgrading, documentation, deployment, and maintenance

**3. Support Analyst [Mar. 2006 – Sep. 2009]**

- o Deliver frontline technical support for Windows operating systems, promptly addressing user queries and efficiently resolving reported issues, including system errors, software malfunctions, and connectivity problems
- o Execute routine maintenance on Windows systems, including updating software, patches, and drivers, installation, configuration, and updating of Windows-based applications and software packages as required
- o Deliver comprehensive training and guidance to end-users on effective Windows system usage, meticulously maintain detailed records and documentation of Windows configurations, procedures, and troubleshooting steps for future reference
- o Collaborate seamlessly with support teams to escalate and resolve complex issues, and enhance Windows system operations and user experience by proactively monitoring and analyzing performance

**4. Help Desk Analyst [Apr. 2005 - Mar 2006]**

- o Act as the primary point of contact for students and staff, offering support through various channels including in-person, phone, email, or ticketing system.

- o Effectively diagnose technical issues, employing troubleshooting techniques and knowledge base resources to address hardware, software, and network problems, ensuring accurate and timely solutions
- o Deliver basic training and guidance to students on essential tasks like software usage, password resets, and system configurations, fostering self-service capabilities and improving user proficiency
- o Proactively identify recurring issues and areas for process enhancement within the help desk function, collaborating to develop best practices and service improvements
- o Provide updates and troubleshooting assistance to students and professors for operating systems (Windows, macOS, Linux instructions guidance and instruction on their effective utilization

#### **5. Programmer Analyst Trainee [May 2004 – Apr. 2005]**

- o Assist in the design, development, testing, and debugging phases of systems and applications, ensuring compliance with project requirements and industry standards
- o Collaborate closely with clients and team members to gather and analyze requirements, actively contributing to creating functional specifications and design documents that serve as blueprints for development efforts
- o Install and troubleshoot Windows and application software, including patches and updates, ensuring smooth operation and optimal performance
- o Coordinate and set up conference requirements, including audio and video support, to facilitate seamless communication and collaboration
- o Install and troubleshoot classroom software, and manage video projectors and streaming tools to ensure effective instructional support

#### **● University of Applied Science & Technology and Azad University, Tehran Feb. 2014 – Jun. 2018**

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

#### **● Alborz Computer Company, Tehran, Iran Apr. 2004 – Sep. 2008**

##### **1. Network Specialist [May 2006 – Sep. 2008]**

- o Design, plan, and implement network solutions, monitor performance, identify bottlenecks, and optimize for enhanced efficiency and reliability
- o Diagnose and resolve network issues promptly, encompass connectivity, latency, and security concerns, and maintain security measures like firewalls, and VPNs
- o Design workgroup and domain structures, and execute the installation and configuration of Active Directory on Windows Server by setting up necessary servers and services
- o Collaborate closely with other teams, particularly those focused on Windows-based development and R&D, to ensure proper configuration of their infrastructures, including SQL servers and backup systems
- o Maintaining network documentation aids in troubleshooting, auditing, and knowledge sharing, while capacity planning ensures network scalability and performance meet current and future business demands

**2. Support Analyst Tier 2 [Mar. 2005 – May 2006]**

- o Provide expert-level technical support and troubleshooting for escalated IT issues, collaborating closely with other analysts and partners to resolve them efficiently and minimize the impact on business operations
- o Conduct root cause analysis for recurring or critical issues, assist in policy development, and serve as a subject matter expert, providing guidance and training to team member
- o Install, maintain, and troubleshoot network routers and switches, providing client assistance with system issues.
- o Configure and manage partner servers, set up Active Directory, configure group policies, and install DNS, DHCP, antivirus, printers, files, and required services on servers.

**3. Support Analyst Tier 1 [Apr. 2004 – Mar. 2005]**

- o Provide technical assistance to end-users via phone, email, or the ticketing system as the primary point of contact
- o Assist customers with computer and network issues and provide on-site support for partners' network equipment, servers, PCs, laptops, and tablets
- o Provide proactive communication to end-users regarding the status of their support tickets while assisting with user account management tasks, including password resets, account provisioning, and access permissions adjustments
- o Work with clients and partners' IT support teams to exchange knowledge, best practices, and lessons learned, boosting support efficiency and effectiveness while engaging in continuous training to upgrade technical skills and stay abreast of emerging technologies
- o Assist end-users by installing, configuring, and updating various software applications on operating systems like Windows and Linux to enhance system performance, and improve overall user experience through proactive monitoring and analysis

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**VOLUNTEER**

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| ● <b>Global Gathering Place (GGP)</b><br>Saskatoon, Canada           | <b>2019-2023</b> |
| ● <b>International Women of Saskatoon (IWS)</b><br>Saskatoon, Canada | <b>2019-2023</b> |

**EDUCATION**

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|---|-------------|
| ● <b>Applied IoT</b><br>British Columbia Institute of Technology, Canada                    | <b>2023</b> |
| ● <b>Azure Developer Associate</b><br>Saskatchewan Polytechnic, Canada                      | <b>2023</b> |
| ● <b>Software Developer</b><br>Saskatchewan Polytechnic, Saskatoon, Canada                  | <b>2022</b> |
| ● <b>Full Stack Java Developer</b><br>ComIT, Saskatoon, Canada                              | <b>2019</b> |
| ● <b>Master's Degree – Computer Engineering – Software</b><br>Azad University (IAU), Iran   | <b>2013</b> |
| ● <b>Bachelor's Degree – Computer Engineering – Software</b><br>Azad University (IAU), Iran | <b>2009</b> |
| * All documents evaluated by WES Credential Evaluation (ICAP), 2019                         |             |

**CERTIFICATION**

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|---|------|
| ● <b>Microsoft Certified</b>  |      |
| ○ Azure Administrator Associate ( <a href="#">AZ-104</a> )                                | 2024 |
| ○ Secure Storage for Azure Files and Azure Blob Storage ( <a href="#">AZ-1003</a> )       | 2024 |
| ○ Microsoft 365 Fundamentals ( <a href="#">MS-900</a> )                                   | 2023 |
| ○ Security, Compliance, and Identity Fundamentals ( <a href="#">SC-900</a> )              | 2023 |
| ○ Azure AI Fundamentals ( <a href="#">AI-900</a> )  | 2023 |
| ○ Azure Data Fundamentals ( <a href="#">DP-900</a> )                                      | 2023 |
| ○ Power Platform Fundamentals ( <a href="#">PL-900</a> )                                  | 2023 |
| ○ Azure Fundamentals ( <a href="#">AZ-900</a> )   | 2023 |
| ● <b>Others</b>   |      |
| ○ Essentials on Azure DevOps Services and GitHub, <a href="#">Microsoft</a>               | 2023 |
| ○ Team Solution Design, <a href="#">Kyndryl</a>   | 2023 |
| ○ Salesforce Certified Administrator ( <a href="#">SCA</a> )                              | 2022 |
| ○ Leadership and Community Engagement (LACE), Saskatoon Open Door Society                 | 2020 |
| ○ MCITP 2008 Server Administrator, Kahkeshan Noor Institute of Technology                 | 2011 |
| ○ Network+, Kahkeshan Noor Institute of Technology  | 2010 |
| ○ Information Technology (Level 1&2), Tehran Technical & Vocational Training Organization | 2003 |
| ○ Hardware Technician, Tehran Technical and Vocational Training Organization              | 2003 |

**References Available Upon Request**

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