

Mohammad Jahanseir

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March 30, 2021

Department of IT Support Services

University of Saskatchewan

9 Campus Drive, Saskatoon SK S7N 5A5

Re: Technology Support Specialist (req6594)

Dear Hiring Manager and Committee:

Armed with more than 15 years of experience as a technology support personnel, I specialize in installing and configuring many different online and offline systems. I can successfully identify and solve undiscovered audio and visual software and equipment problems. I bring to this position a useful combination of skills such as keeping systems secure and updated and assisting both colleagues and customers with a variety of technical issues.

My valuable experience at university gained my technical and personal knowledge in academic model through in verity of hardware and software platforms. Also, run and manage many seminars and online classes fit me well to this position. Moreover, working at Atlas office Solution as an IT Support Specialist in Saskatoon assisted me with brilliant technical and communication skills. Also, working with multimedia provider companies and high demand Internet service provider improved my multi-tasking skill and work with team or independently well.

I strengthened my skills at Best Buy Canada through providing outstanding audio and video services to customers and performing client consultation and optimal team work to achieve the highest rates of users' satisfaction.

In addition, I am a permanent resident in Saskatoon with valid class 5 Saskatchewan driver license.

I believe my solid educational foundation and a passion for computers and technology have equipped me with both hands-on experience and knowledge that will make me a great asset to your department. As a part of team, I hope to contribute your mission for providing high quality services to faculties, students and staff at UofS. I have enclosed my resume for review and look forward to meeting with you soon to discuss my qualifications further.

Sincerely,

Mohammad Jahanseir

Enclosure: Resume

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Highlights

- ✓ Over ten years' experience providing excellent IT service and support
- ✓ Excellent computer skills, as well as strong ability to troubleshoot audio and video hardware and software issues
- ✓ Outgoing, confident and able to engage with clients quickly and easily
- ✓ Committed to continuous learning in order to find a new solution and new technology
- ✓ Ability to remain calm and focused even in the most stressful situations
- ✓ Canadian Class 5 Drivers License

Areas of Expertise

- Operating Systems: Windows (Clients and Servers), Linux, Macintosh
- Network: Cisco, HP, MicroTik
- Multimedia: Adobe Photoshop and Premiere, Sound Forge

Work Experience

Certified Advisor

Sep. 2019 – Mar. 2021

Best Buy, Saskatoon, Canada

- Provide great audio and video systems recommendation
- Demonstrate an exceptional customer service orientation with cold call and challenging objections to create a positive outcome
- Provide customer service by addressing and resolving customer inquiries/issues in a timely manner and communicate efficiently with manager

IT Support Specialist

Dec 2018 - Apr 2019

Atlas Office Solution, Saskatoon, Canada

- Set up and maintenance of verity of systems for clients, diagnose errors and technical problems and determine proper solutions
- Perform computer and multimedia support, and support client's hardware and software
- Configure Active Directory, security polices, DNS and DHCP services and install computers in both stand-alone and network environment

Senior IT support Specialist

May 2004 - Jul 2018

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

- Design and maintain Seminars and online classes with verity of systems
- Design, implement and maintain computer infrastructures, perform LAN, WAN and internet facing security scanning
- Install and configure different servers and client's systems, supervise, and assist with training of primary clients
- Configure and monitor DNS policy, network security and maintain, update antivirus servers and assist clients with troubleshooting of their networks, security, operating system and e-mail
- Responsible for audio and video system, setup and manage events and conferences

IT and Media advisor

Mar. 2015 – Sep. 2017

Avan systems, Tehran, Iran

- Design and install seminar and theater rooms for customers
- Diagnose and troubleshoot verity of video projector and wired or wireless audio systems
- Build a strong relation with customers and staff through online and in person learning and solve problem on phone and ticketing systems.

IT support Specialist

Aug. 2013 - Sep. 2015

Noor Media, Tehran, Iran

- Install and maintain video and audio systems
- Coordinate with other departments and customer through call or ticket base
- Install, manage, and support Windows, Linux, IOS, and Android.

Network Support Specialist

Apr 2004 - Sep 2005

Alborz Computer Company (Internet Service Provider), Tehran, Iran

- Design, maintain and operate various areas of client support which included broadband connectivity, security infrastructures, firewalls and network access control
- Monitor, respond and administrate security incidents, DNS, email gateway, ftp, vpn, and other internet services
- Manage and monitor support for all TCP/IP network configurations (LAN and WAN), troubleshoot network, hardware and software issues, and resolve client problems and provide communications to clients and management

Academic Education

Master's Degree - Computer Engineering - Software

2010 - 2013

Islamic Azad University (IAU), Iran

Bachelor's Degree - Computer Engineering - Software

2006 - 2009

Islamic Azad University (IAU), Iran

Associate Degree - Applied Computer - Software

2001 - 2004

Islamic Azad University (IAU), Iran

* WES Credential Evaluation (ICAP) report available

2019

Certification

Full Stack Java Developer

2019

ComIT, Canada

Leadership and Community Engagement (LACE)

2019

Saskatoon Open Door Society, Canada

OHS Standard First Aid, CPR-A and AED

2019

St. John Ambulance Saint-Jean Society, Canada

Cultural Bridging: Train the Trainer

2019

Saskatoon Open Door Society, Canada

MCITP 2008 Server Administrator

2011

Kahkeshan Noor Institute of Technology, Iran

Network+ (CompTIA Network+)

2010

Kahkeshan Noor Institute of Technology, Iran

Information Technology (IT) in Multimedia (Level 1)

2003

Tehran Technical and Vocational Training Organization, Iran

Information Technology (IT) in Multimedia (Level 2)

2003

Tehran Technical and Vocational Training Organization, Iran

Hardware Technician (CompTIA A+)

2003

Tehran Technical and Vocational Training Organization, Iran

References Available Upon Request

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