

MOHAMMAD JAHANSEIR

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HIGHLIGHTS

- Software Developer and Full Stack Java Certified
- Master's Degree in Software Engineering
- 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

- Programming: Java, C++, C#, Node.js, React, HTML, CSS
- Database: My SQL, 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

Programmer Analyst

2022 – Present

ISM Canada, Saskatoon, Canada

- **PowerApps Developer** **Mar. 2023 – Present**
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** **Jan. 2023 – Apr. 2023**
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** **Nov. 2022 – Jan. 2023**
During the SaskTel engagement, captured process flow with murals, documented UX in the app, and attached it to JIRA stories. Created and documented data model in 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** **Aug. 2022 – Nov. 2022**
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**Jul. 2022 – Aug. 2022**

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

Tech Specialist**2021 – Present**

London Drugs, Saskatoon, Canada

- Delivered excellent customer service and promoted products. The organized nature allowed effective multitasking and adaptability to changing priorities. Offered valuable support to management on special projects, maintaining quality and service standards. Continuously updated technical knowledge of tech products, peripherals, and technologies to enhance user support.

Certified Advisor**2019 – 2021**

Best Buy, Saskatoon, Canada

- Helped clients during cold calls, skillfully handling objections for positive outcomes and promptly addressed inquiries and issues, communicating efficiently with the manager. Staying updated with tech trends, providing relevant advice, and demonstrating product features, aiding in final decisions.

IT Support Specialist**2018 – 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, DHCP services, and installed computers in stand-alone and network environments.

Senior IT Specialist**2004 – 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**2014 – 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**2004 – 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.

EDUCATION

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

Associate Degree – Applied Computer – Software, 2004

Azad University (IAU), Iran

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

VOLUNTEER

- Global Gathering Place, Saskatoon, Canada [Jul. 2019 – 2023]
- International Women of Saskatoon, Saskatoon, Canada [Jul. 2019 – 2023]

CERTIFICATION

Essentials on Azure DevOps Services and GitHub, 2023

Microsoft

Team Solution Design, 2023

Kyndryl, Canada

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), 2003

Tehran Technical and Vocational Training Organization, Iran

Information Technology (Level 2), 2003

Tehran Technical and Vocational Training Organization, Iran

Hardware Technician, 2003

Tehran Technical and Vocational Training Organization, Iran