

# MOHAMMAD JAHANSEIR

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## HIGHLIGHTS

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- Over 10 years of experience in IT with more than 8 Microsoft certifications in
- Possess unique customer service skills with an outgoing, confident personality, engaging 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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- Development: Java, C++, C#, ASP.net Python, JavaScript, Python, Node.js, React, HTML, CSS, XML
- Database: relational databases and non-relational, My SQL, MongoDB, SQL Server, Dataverse
- SaaS and PaaS: Dynamics and Power Platform, ServiceNow, Salesforce, ScienceLogic
- Software Development/Version Control: UX and UI design, Agile, GIT (GitHub, Bitbucket)
- Application: MS Office, Adobe Photoshop, Premiere, Balsamiq, Figma

## PROFESSIONAL EXPERIENCE

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### Programmer and Support Analyst

**Jun. 2022 – Present**

ISMCanada, Saskatoon, Canada

- Developed the RBC Order Management System on the Microsoft platform, leveraging previous Kyndryl projects to deliver customized orders and financial reports with automation and streamlined workflows, reducing manual work
- Developed an Order System Management solution on the Microsoft platform using Power Platform, Power Automate, PowerBI, and Microsoft Dataverse. The system was built from scratch, including analysis, user interface design, development, and testing, to ensure accuracy for Kyndryl partners in managing Fulfillment Order Reconciliation Exchange. It enabled users to view, update, and generate financial reports, with automation and workflow enhancements to reduce manual work and improve efficiency
- Developed and customized SaskTel CRM on the Salesforce platform, capturing process flows and data models in the config workbook while prioritizing communication. Collaborated with SaskTel, IBM, and ISM developers, project managers, and stakeholders to build new components, optimize the UI, test, and consolidate the system as part of a cross-partner project
- Developed and enhanced the ITSM infrastructure on the ServiceNow platform using JavaScript, providing tailored fixes and user support for ISM and clients like the Saskatchewan government for ticketing and process management. Focused on continuous improvement and building strong client relationships to ensure optimal system utilization
- Developed and maintained ScienceLogic to meet business objectives by configuring, customizing, and extending its capabilities for IT infrastructure monitoring. Collaborated with cross-functional teams to deliver scalable, efficient, and reliable solutions aligned with client needs, focusing on innovation and optimization

**IT Support Specialist****Jan. 2019 – Aug. 2021**

- Atlas Office Solution, Saskatoon, Canada
- Set up and maintained printers, copiers, computer networks, and desktop/mobile systems across Windows, Linux, and Mac OS platforms
- Managed LAN and wireless networks, diagnosed technical issues, and implemented solutions for clients
- Performed installations, updates, and provided support for Windows Server environments, including configuring Active Directory, security policies, DNS, DHCP, and other critical services

**Programmer Analyst and Application Specialist****May. 2004 – Jul. 2018**

Science and Research Branch, Azad University, Tehran, Iran

- Served as a technical cooperation, translating client requirements into solutions and addressing both functional and technical needs while collaborating with multiple teams
- Developed technical guidelines, procedures, and participated in drafting high-level and low-level designs for projects, including paperless systems and CRM implementations
- Managed escalated incidents, complex changes, and system assessments, providing reports on performance and capacity while supporting service improvement plans
- Manage various aspects of differentiated network implementations including capacity planning, bandwidth management, design, testing, upgrading, documentation, deployment, and maintenance

**IT Support Analyst****Apr. 2004 – Sep. 2008**

Alborz Computer Company, Tehran, Iran

- Designed, implemented, and optimized network solutions, monitored performance, resolved connectivity and security issues, and maintained firewalls and VPNs
- Installed and configured Active Directory on Windows Server, set up group policies, DNS, DHCP, and other essential services while collaborating with teams for infrastructure support
- Provided expert-level technical support, troubleshooting escalated IT issues, managing network routers and switches, and assisting end-users with software, hardware, and account management tasks

**VOLUNTEER****Global Gathering Place (GGP)****2019-2023**

Saskatoon, Canada

**International Women of Saskatoon (IWS)****2019-2023**

Saskatoon, Canada

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

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

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**CERTIFICATION**

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- **Microsoft Certified**
    - Azure Administrator Associate ([AZ-104](#)) 2024
    - Secure Storage for Azure Files and Azure Blob Storage ([AZ-1003](#)) 2024
    - Microsoft 365 Fundamentals ([MS-900](#)) 2023
    - Security, Compliance, and Identity Fundamentals ([SC-900](#)) 2023
    - Azure AI Fundamentals ([AI-900](#)) 2023
    - Azure Data Fundamentals ([DP-900](#)) 2023
    - Power Platform Fundamentals ([PL-900](#)) 2023
    - Azure Fundamentals ([AZ-900](#)) 2023
  - **Others**
    - Essentials on Azure DevOps Services and GitHub, [Microsoft](#) 2023
    - Team Solution Design, [Kyndryl](#) 2023
    - Salesforce Certified Administrator ([SCA](#)) 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
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**References Available Upon Request**

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