Mohammad Jahanseir

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Highlights

- ✓ Over 10 years' experience providing excellent IT service and support
- ✓ Excellent computer skills, as well as strong ability to troubleshoot network, security, and software issues
- ✓ Outgoing, confident, and able to engage with clients quickly and easily
- ✓ Committed to continuous learning to find new solutions and new technology
- ✓ Ability to remain calm and focused even in the most stressful situations
- ✓ Full Stack Java Certified by ComIT in Saskatoon
- ✓ Canadian Class 5 Driver's license

Areas of Expertise

- Operating Systems: Windows (Clients and Servers), Linux (Ubuntu and other GUI versions)
- Network: Cisco, HP, MicroTik
- Programming: Java, Python, Java Script, C++, HTML, CSS, My SQL
- Multimedia: Adobe Photoshop and Premiere

Work Experience

Certified Advisor   Sep 2019 – Dec 2020
Best Buy, Saskatoon, Canada

- 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

SEO and Social media Expert (*Casual*)   Apr 2019 – Jun 2019
1Maids

- Identified and improved organizational development aspects to improve content
- Analyzed incites from social media to create a definite content strategy by catering to the interests of the users
- Search Engine Optimization by fixing content

IT Support Specialist   Dec 2018 - Jul 2019
Atlas Office Solution, Saskatoon, Canada

- Set up and maintenance of LAN and wireless systems for clients, diagnose errors and technical problems and determine proper solutions
- Performed network support tasks for WAN, LAN, and support client's hardware and software
- Configured Active Directory, security polices, DNS and DHCP services and installed computers in both stand-alone and network environment

Senior IT Specialist   May 2004 - Jul 2018
Islamic Azad University (IAU), Science and Research Branch, Tehran, Iran

- Designed, implemented and maintained network infrastructures, perform LAN and internet facing security scanning
- Installed and configured different servers and client's systems, supervised, and assisted with training of primary clients
- Configured and monitored DNS policy, network security and maintained, updated antivirus servers and assisted clients with troubleshooting of their networks, security, operating system and e-mail
- Conduct server security administration and management system, review and recommend secure system configuration for workstations and laptops

University Lecturer (x3)

University of Applied Science and Technology, Iran	Feb 2015 - Feb 2018
Islamic Azad University (IAU), Iran	Sep 2012 - Jul 2015
SAMA Technical and Vocational Center, Iran	Feb 2014 - Jul 2015

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

Network Support Specialist   Apr 2004 - Sep 2005

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

- Designed, maintained and operated various areas of client support which included broadband connectivity, security infrastructures, firewalls and network access control
- Monitored, responded and administered security incidents, DNS, email gateway, ftp, vpn, and other internet services
- Managed and monitored support for all TCP/IP network configurations (LAN and WAN), troubleshoot network, hardware and software issues, and resolved client problems and provided communications to clients and management

Volunteer

Global Gathering Place, Saskatoon, Canada	Jul. 2019 – Present
International Women of Saskatoon - Saskatoon, SK	Jul. 2019 - Present

- Help the Global gathering Place's clients in Saskatoon, assisted and mentor clients

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)	2020
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	
English For Employment (E4E)	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 and 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