**MOHAMMAD JAHANSEIR**  [mjahanseir@gmail.com](mailto:mjahanseir@gmail.com)|+1(306)716-5524

Saskatoon, SK

**Highlights**

* 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
* Saskatchewan Driver's License

**Professional Experience**

* **Tech Specialist** [May2021 - Present]

London Drugs, Saskatoon, Canada

* Provide excellent customer service by assisting customers by promoting products/services, locating merchandise, and making purchase decisions
* Highly organized and able to multitask effectively and work under changing priorities
* Provide assistance to management on special projects or any other tasks
* Ensure quality and service levels are maintained to Company standards
* Keep learning and updating the latest technical knowledge to promote Tech products, peripherals, and Tech technologies
* **Certified Advisor** [Sep 2019 – May 2021]

Best Buy, Saskatoon, Canada

* Demonstrate an exceptional customer service orientation with a cold call and challenging objections to creating a positive outcome
* Provide customer service by addressing and resolving customer inquiries/issues in a timely manner and communicating efficiently with the manager
* Staying up to date with the latest technology trends and product releases in order to provide the most relevant and accurate advice.
* Demonstrating product features and benefits to customers and helping them make informed purchasing decisions.
* **IT Support Specialist** [Dec 2018 - Aug 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 policies, DNS and DHCP services and installed computers in both stand-alone and network environments
* **Senior IT Specialist** [May 2004 - Jul 2018]

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 the training of primary clients
* Configured and monitored DNS policy, and network security and maintained updated antivirus servers and assisted clients with troubleshooting 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
* **Network Support Specialist** [Apr 2004 - Sep 2005]

Alborz Computer Company, Tehran, Iran

* Designed, maintained, and operated various areas of client support which included broadband connectivity, security infrastructures, firewalls, and network access control
* Monitored, responded to, 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), troubleshot network, hardware, and software issues, and resolved client problems and provided communications to clients and management

**Education**

**Software Developer, 2022**

Saskatchewan Polytechnic, Saskatoon, Canada

**Bachelor’s Degree – Computer Engineering – Software, 2009**

Azad University (IAU), Iran

**Volunteer**

* Global Gathering Place, Saskatoon, Canada, 2019 – 2023
* International Women of Saskatoon, Saskatoon, Canada, 2019 – 2023

**Certification**

**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 and 2), 2003**

Tehran Technical and Vocational Training Organization, Iran

**Hardware Technician, 2003**

Tehran Technical and Vocational Training Organization, Iran