

Seyed Younes Shaterzadeh Chaharsoughi

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Professional Summary

Goal-oriented and dependable Computer Programming graduate from Seneca College with hands-on experience in full-stack development, network configuration, and customer-focused technical support. Entrepreneurial mindset with proven ability to manage projects independently while collaborating effectively in team environments. Strong communicator with a reputation for reliability, adaptability, and problem-solving. Seeking a Junior Developer role where I can contribute technical expertise and strong workplace professionalism.

Technical Skills

- Languages – JavaScript (ES6+), Python, C++, Rust, Bash, SQL
- Stack – React, Node.js, Express.js, REST APIs, HTML5/CSS3 –Infra & Networking – Linux (Ubuntu/Debian), Azure, WireGuard, Docker, Postfix/Dovecot, firewalls
- Databases – MySQL, MongoDB
- Tools – Git/GitHub, Postman, VS Code, Jira, Asana, HubSpot

Work Experience

Team Member (Customer & Technical Support)

Seneca College ServiceHub – Toronto, ON | 2024 – 2025

- Delivered first-line technical support for Windows, Wi-Fi, printing, and Office 365 issues
- Maintained 95% first-contact resolution rate with clear ticket documentation
- Trained 2 new hires on support workflows and knowledge base usage
- Collaborated with IT team on escalations and provided transparent updates to users

Founder & Developer

NBC VPN – Tehran, Iran | 2021 – 2022

- Provided sole technical support for 500+ customers on VPN connectivity and firewall issues
- Proactively monitored server uptime and reduced repeat issues
- Managed full customer lifecycle from onboarding to retention
- Translated complex technical issues into clear, non-technical language

Administrative Assistant (Technical Troubleshooting Focus)

Pegah Book Distribution – Toronto, ON | 2025 – 2026

- Delivered remote and on-site technical support for staff
- Created step-by-step guides that reduced helpdesk interruptions
- Managed maintenance schedules using task tracking tools

Relevant Projects & Technical Experience

Freelance Web Developer | 2022 – Present

- Designed and developed custom websites with responsive design and modern UI/UX
- Integrated RESTful APIs and managed backend databases
- Used Git for version control and delivered projects on time

Education

Diploma in Computer Programming
Seneca College – Toronto, ON | Graduation: Fall 2025

Languages

- English – Fluent
- Persian – Native
- French – Basic

