CANVIL JOYAL LOBO

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Visa Status:	Visit Visa – Valid until 30 November 2025

PROFESSIONAL SUMMARY

MCA graduate with 1+ year of experience in IT Service Administration, Technical Support, and Web Hosting Operations. Skilled in cPanel, Plesk, WHM, DNS, MySQL, phpMyAdmin, and Jira ticketing tools. Proficient in Office 365 (Excel) for data tracking, reporting, and documentation. Experienced in Canva for poster and content design with strong analytical and coordination skills. Currently in Dubai on a visit visa valid until 30 November 2025, seeking roles as an IT Support Engineer, Data Analyst, or Social Media Coordinator.

SKILLS

Web Hosting & Infrastructure : cPanel, WHM, Plesk Panel, DNS Management, Domain Configuration, SSL Implementation, Website Migration

Databases & Administration: MySQL, phpMyAdmin, SQL, MariaDB, Database Setup & Backup, Data Integrity, Database Administration

IT & Support Systems: Incident Management, Root-Cause Analysis,Order Box,Knowledge Base Documentation, L1/L2 Escalation, Ticket Handling, Customer Support

Analysis & Reporting: Data Analysis, Microsoft Excel ,System Monitoring, Process Improvement, Reporting Dashboards

Digital & Creative Skills: Canva Poster Design, UI/UX Design Concepts, Social Media Analytics, Digital Marketing Basics, Content Presentation, Brand Engagement

Professional & HR Operations: HR Coordination, Attendance & Data Tracking, Communication & Collaboration, Team Support, Process Documentation, Client Interaction

EXPERIENCE

Junior Support Engineer | UnifyCX   **Apr 2025 – Sep 2025**

-Delivered end-to-end technical support for hosting environments (cPanel, Plesk, WHM, MySQL, phpMyAdmin) across Linux and Windows servers, ensuring high customer satisfaction and uptime.

-Created and maintained structured Excel trackers for DNS, SSL, and escalation monitoring, leveraging data insights to improve resolution speed and service accuracy.

-Analyzed recurring issues and contributed to internal knowledge-base documentation to streamline troubleshooting and enhance process efficiency.

Junior Analyst | GlowTouch Technologies   **Jun 2023 – Jan 2024**

-Monitored and maintained database servers to ensure data accuracy, performance stability, and compliance with operational standards.

-Utilized Office 365 (Excel) to create and manage structured data dashboards for file tracking, reporting, and performance analysis, improving data visibility and decision-making.

-Collaborated with DevOps, DataOps, and Infra teams, reporting critical findings to L2 support and documenting resolutions to reduce downtime and recurring incidents.

INTERNSHIP

Administrative Coordination | Accolade Tech Solutions   **Apr 2025 – Jul 2025**

Assisted with administrative operations, documentation, and data management using Excel and Google Sheets. Supported HR and management teams in record-keeping, reporting, and internal communication. Designed professional posters and communication materials using Canva to enhance engagement. Contributed to team coordination and scheduling to ensure smooth daily operations.

EDUCATION

Master of Computer Applications | 8.65 CGPA   **Jan 2024 - Aug 2025**
St Joseph Engineering College Mangalore

Bachelor of Computer Applications| 7.09 CGPA   **Aug 2020 - May 2023**
St Aloysius College (Autonomous), Mangaluru

CERTIFICATION

Principles of UI/UX Design | Introduction to Git and GitHub | Coursera