



# CANVIL JOYAL LOBO

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**Visa Status:** Visit Visa – Valid until 30 November 2025

## PROFESSIONAL SUMMARY

Motivated MCA graduate with 1+ year of experience in IT Service Administration, Technical Support, and Web Hosting Operations. Skilled in cPanel, Plesk, WHM, DNS, and MySQL/phpMyAdmin, supporting clients under the BigRock brand. Interested in Data Analysis, Digital Marketing, and Social Media Analytics, with creative skills in Canva-based poster and UI/UX design. Open to opportunities in the UAE as an IT Support Engineer, Data Analyst, HR Analyst, or Digital Marketing Executive, where I can grow and contribute to business success.

## 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

### Digital Marketing | Accolade Tech Solutions

**Apr 2025 – Jul 2025**

Assisted in developing and executing digital marketing strategies to enhance brand visibility and engagement across social media platforms. Designed creative posters, promotional content, and social media visuals using Canva, improving post interaction and follower growth. Monitored engagement metrics, gathered insights from analytics tools, and supported campaign optimization through content scheduling and performance tracking.

## 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