



# CANVIL JOYAL LOBO

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**Portfolio:** [Canvil-Joyal-Lobo Portfolio](#)

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## 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.

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## 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

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## EXPERIENCE

### Junior Support Engineer | UnifyCX

June 2025 – Sep 2025

- Resolved hosting-related customer queries while preparing daily reports on tickets, issue types, and resolution trends.
- Created and maintained Excel trackers for DNS changes, SSL installations, and customer escalations.
- Administered Linux & Windows servers, single-domain and VPS hosting environments; used data insights to improve resolution times.
- Worked with cPanel, Plesk, WHM, MySQL, and phpMyAdmin; documented recurring issues for knowledge-base improvements.

### Junior Analyst | GlowTouch

Jun 2023 – Jan 2024

- Monitored database servers and prepared reports ensuring data integrity and operational compliance.
- Created and maintained Excel-based monitoring dashboards for inbound file tracking and system performance.
- Collaborated with DevOps, DataOps and Infra teams; used data-driven analysis to support escalations and reduce downtime.
- Authored knowledge-base articles with structured data to reduce repeat incidents.

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## EDUCATION

### Master of Computer Applications | 8.40 CGPA

Jan 2024 - Aug 2025

St Joseph Engineering College Mangalore

### Bachelor of Computer Applications | 7.09 CGPA

Aug 2020 - May 2023

Aloysius College (Autonomous), Mangaluru

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## CERTIFICATION

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

Date :

Place :

Signature