

MOHD FAIZ KHAN

Dubai, India | +971 56 824 3901 | mkhan123faiz@gmail.com | mohdfaizkhan.com
linkedin.com/in/mohd-faiz-khan-7801b5143

PROFESSIONAL SUMMARY

Digital systems professional with 4+ years of experience managing enterprise platforms, web-based systems, and data operations across universities and ed-tech organizations. Hands-on experience with HTML/CSS, website management, Canvas LMS, Banner SIS, SQL, Power BI, Tableau, and Advanced Excel. Skilled in data management, reporting, troubleshooting, and stakeholder/vendor coordination.

TECHNICAL SKILLS

- Website & Web Technologies:** HTML, CSS, Website Content Management, Web Page Updates, Digital Content Management, Basic Website Troubleshooting
- Enterprise Systems:** Canvas LMS, Ellucian Banner ERP/SIS, User Administration, System Configuration, Workflow Management, Data Management
- System Administration & Support:** User Access Management, UAT, Application Support, Issue Troubleshooting, System Configuration, Data Quality Assurance
- Digital Operations:** Content Updates, User & Data Management, System Maintenance, Process Improvement, Documentation
- Stakeholder & Vendor Coordination:** Business Users, IT Teams, Academic Departments, Faculty, Administrators, External Technology Vendors

PROFESSIONAL EXPERIENCE

System Analyst - Canvas

American International University (AIU), Kuwait (Remote)

Feb 2024 – July 2026

- Administer Canvas LMS and digital operations for 3,000+ students and 300+ faculty across multiple schools.
- Manage user access, course configurations, enrollments, and data accuracy across Canvas LMS and Banner SIS.
- Customize Canvas course pages and digital content using HTML/CSS and troubleshoot system-related issues.
- Developed an internal Subscription Management Portal for the Purchasing team using AI-assisted development to centralize and track software subscriptions.
- Develop reports and dashboards using SQL Server, Power BI, Tableau, and Advanced Excel; coordinate with IT and external vendors for system enhancements and issue resolution.

Assistant Manager – ERP

School of Inspired Leadership (SOIL)

Feb 2023 - Feb 2024

- Managed end-to-end Canvas LMS administration, including configuration, UAT, user management, and course setup.
- Maintained student, faculty, enrollment, attendance, and grade data for 1,000+ students and 100+ faculty.
- Managed and updated the SOIL website in coordination with the Marketing team, supporting content updates and ongoing website maintenance.
- Supported digital content and course-page management, including HTML/CSS-based customization and troubleshooting.
- Developed SOPs, system documentation, user guides, and training materials to improve system adoption.

Associate – Learning Operations

Sunstone Education Technology Pvt. Ltd.

Jan 2022 - Jan 2023

- Supported digital learning operations for 20,000+ students across 15 campuses using enterprise learning platforms.
- Managed Canvas LMS users, enrollments, course mappings, access, and digital learning content.
- Managed SCORM-based course content and content structuring using Articulate Storyline.
- Performed data validation and quality checks to maintain accurate student and course information.
- Coordinated with academic, operations, and technology teams to support smooth system and learning operations.

WEBSITE & DIGITAL PROJECTS

Personal Portfolio Website | mohdfaizkhan.com

- Developed and maintain a personal portfolio website, managing content, images, navigation, and regular updates.
- Applied HTML/CSS and web design concepts for page customization, maintenance, and basic troubleshooting.

Edusophos | edusophos.in

- Developed and manage an education-focused website, including site structure, content, images, and service information.
- Handle ongoing website updates, content maintenance, and basic technical troubleshooting.

EDUCATION

Bachelor of Technology (Electrical Engineering)

National Institute of Technology (NIT) Agartala, CGPA: 8.27 / 10

Aug 2015 - May 2019

Higher Secondary (Class XII)

90.6%

Secondary School (Class X)

73.67%

Languages

- English – Professional Proficiency
- Hindi – Native Proficiency