

# Cassiopeia D. Obelidor

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## PERSONAL INFORMATION:

Address: Abella, Naga City, Camarines Sur, 4400  
Email: obelidorcassiopeia@gmail.com  
Contact No: 09663264511  
LinkedIn: linkedin.com/in/cassiopeia-obelidor  
Portfolio: cassiepeia.github.io/personal-portfolio

## PROFESSIONAL SUMMARY:

- Service-oriented IT professional with experience in user support and troubleshooting
- Skilled in Microsoft Office 365
- Proven ability to deliver timely solutions while maintaining high customer satisfaction
- Skilled in UI/UX with hands-on experience in system development.
- Developed a system that centralizing services for students, workforce development trainer, and career center director, streamlining scheduling, real-time updates, and engagement reporting.
- Design and develop a smooth user flows for Zus Custom to solve store operational issues.
- Built a functional prototype to address real-world business challenges.
- Interviewed all stakeholders to align system feature and functionalities with users needs.
- Applied problem-solving skills to optimize system functionality based on stakeholder feedback.
- Knowledgeable in core cybersecurity principles.
- Skillful at analyzing operational challenges and designing logical solutions to improve workflows.

## EXPERIENCE:

### SmartBridge | March 2025 – May 2025 | Remote Internship (India)

- Completed a structured remote internship under the guidance of an Indian instructor;
- Adapted quickly to Salesforce to provide user support;
- Developed and customized Salesforce Lightning components, Apex classes, and Visualforce pages to enhance business processes.

### Affiliate Marketer | August 2024 - January 2025 | Part-Time Self-Employed

- Promoted affiliate products via short-form video content;
- Generated ₱9,000+ in commissions by driving sales through engaging videos.

## EDUCATION:

### University of Nueva Caceres

Bachelor of Science in Information Technology

- Dean's Lister (GWA 1.36)

Naga City, Camarines Sur  
June 2025

### University of Nueva Caceres

Accountancy Business & Management (ABM)

Naga City, Camarines Sur  
March 2020

## SOFT SKILLS:

- Customer Service
- Problem Solving
- Team Collaboration
- Time Management
- Active Listening
- Empathy
- Adaptability
- Conflict Resolution
- Sales & Upselling
- Multitasking
- Attentive
- Organize
- Responsible
- Trustworthy

## TECHNICAL SKILL:

- Troubleshooting
- UI/UX Design
- Wireframing
- Prototyping
- Visual Design
- Interaction Design
- Salesforce Developer
- Full-Stack Flutter Developer
- Figma Designer
- Canva Designer
- Cybersecurity Fundamentals
- Photography

## CERTIFICATIONS & E-BADGES:

CCNA: Introduction to Networks	November 2024
Cybersecurity & Threat Management (Cisco)	November 2024 – February 2025
Introduction to SQL / Intermediate SQL	May 2023
AWS Academy Cloud Foundations	January 2024
AWS Cloud Operations, Developing, Architecting	February 2025
Salesforce Virtual Internship Program	June 2025
HTML / CSS / JavaScript	February–April 2023
PHP	May 2023

## CHARACTER REFERENCE:

### **Agnes T. Reyes**

School of Computer and Information Sciences Dean  
University of Nueva Caceres  
Phone: 0932 791 1010  
Email: agnes.reyes@unc.edu.ph

### **Dennis E. Ignacio**

Professor at School of Computer and Information Sciences  
University of Nueva Caceres  
Phone: 0998 534 0692  
Email: dennis.ignacio@unc.edu.ph

### **Hilary Joan R. Prilles**

Workforce Development Trainer  
University of Nueva Caceres  
Phone: 0927 918 7985  
Email: prilleshilaryjoan@gmail.com

### **Alexander D. Salazar Jr.**

Senior Process Executive  
Infosys  
Phone: 0995 925 5141  
Email: alexandersalazarjr29@gmail.com