

# CASSIOPEIA D. OBELIDOR

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## PERSONAL INFORMATION:

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Portfolio: cassiepeia.github.io/personal-portfolio

## PROFESSIONAL SUMMARY:

- Service-oriented professional with experience in laboratory management, system development, and workflow optimization.
- Skilled in maintaining safe, organized, and compliant laboratory environments while supporting faculty and students with operational needs.
- Supported administrative tasks such as scheduling, inventory reporting, and communication with stakeholders.
- 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.
- 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

## EXPERIENCE:

### Laboratory Custodian | August 2025 - Present (University of Nueva Caceres)

- Managed the overall cleanliness, order, and organization of the computer laboratories.
- Led and supervised a team of Student Assistants (SAs), conducting monthly meetings to delegate tasks and address issues.
- Maintained and managed all laboratory supplies and equipment, ensuring availability for academic use.
- Performed regular monitoring and created monthly reports on the status and functionality of all laboratory computers.

### 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
- Attention to detail
- 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

Introduction to Generative AI

September 2025

Agile Explorer

February 2026

## CHARACTER REFERENCE:

### Agnes T. Reyes

School of Computer and Information Sciences Dean

University of Nueva Caceres

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### Hilary Joan R. Prilles

Workforce Development Trainer

University of Nueva Caceres

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