

Cassandra Ordonez

☎ (204) 230-8775 | ✉ cassy.ordonez@email.com

Professional Summary

Detail-oriented and curious student currently completing a Full Stack Web Development diploma, with a growing focus on data analysis and reporting. Experienced in troubleshooting, documentation, and customer support through work at Canada Life. Familiar with Python and SQL for data exploration and eager to apply analytical thinking and storytelling through data to support client decision-making.

Projects

Admin Dashboard (Ruby on Rails)

- Built a basic web app to manage and display data using Ruby on Rails, HTML, CSS and JavaScript.
- Implemented user forms, input validation, and simple data display features.
- Practiced version control with Git/GitHub and applied responsive design principles.

LAMP Stack Setup and DVWA Testing

- Set up a Debian virtual machine running Apache, MySQL, and PHP with DVWA for security testing.
- Gained experience in local web hosting, basic Linux commands and testing web vulnerabilities using Kali Linux.

Data Management App

- Developed a CRUD app with Ruby on Rails and PostgreSQL.
- Applied basic MVC concepts, built forms, and stored user data.
- Used GitHub for source control and practiced writing clean, readable code.

Skills

- **Languages:** HTML, CSS, JavaScript, SQL (basic), Ruby, Python (learning)
- **Frameworks & Tools:** Ruby on Rails, Git/GitHub, Visual Studio Code, PowerShell
- **Databases:** MySQL, PostgreSQL
- **Development Practices:** Agile practices, version control, basic scripting, data query and reporting concepts
- **Soft Skills:** Problem-solving, Communication, Time Management, Documentation

Education

Full Stack Web Development Diploma

Red River Polytechnic, Winnipeg MB | January 2024 - Present

Manufacturing CAD Certificate

Red River Polytechnic, Winnipeg MB | August 2014 - May 2015

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Professional Experience

Customer Relations Specialist

Canada Life, Winnipeg MB | December 2023 - Present

Provide customer support via phone and email, assisting plan members with medical, dental and vision inquiries while ensuring timely resolutions. Navigate multiple internal systems to retrieve and update member data, communicate complex policy information and de-escalate issues. Collaborate across departments to ensure service consistency, document updates and support benefit plan understanding through clear communication.

CAD Designer

IHT Group, Winnipeg MB | October 2023 - December 2023

Developed new product designs and improved existing components to enhance efficiency. Collaborated with teams to refine manufacturing processes and ensure optimal production outcomes.

Mechanical Designer

Activate Games, Winnipeg MB | August 2022 - October 2023

Optimized manufacturing workflows and contributed to new product concepts. Created assembly manuals and led product demonstrations for production teams. Implemented process improvements to streamline operations.

Prototype Shop Coordinator

Macdon Industries, Winnipeg MB | October 2021 - July 2022

Planned and managed shop operations, supporting prototype development. Coordinated with vendors and internal teams to track orders and ensure timely delivery.

Design Drafter

Price Industries, Winnipeg MB | December 2015 - September 2021

Worked closely with the manufacturing team to redesign product components and optimize production methods. One of the most impactful contributions was redesigning a four-piece product into a two component design, which significantly reduced material waste, minimized production time and streamlined the manufacturing process. My work not only improved efficiency but also enhanced product quality and maintainability.

Technical Support Representative

Shaw Communications, Winnipeg MB | September 2015 - January 2016

In this role, I provided technical assistance to customers by troubleshooting service issues and guiding them through solutions. Many cases involved customers with minimal technical knowledge, requiring me to conduct in-depth investigations to diagnose their concerns. Through patience, problem-solving and analytical thinking, I consistently provided solutions that improved customer satisfaction.