Lauren DeGuzman

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EDUCATION

San Jose State University - Lucas College of Business Anticipated Graduation: May 2026
Bachelor of Science in Management Information Systems
GPA: 3.85/4.00 San Jose, CA
Relevant Coursework: Networking and Data Communications, Database Management Systems, Fundamentals of MIS

De Anza College – Associates in Science Graduated: June 2023
Business Administration for Transfer 2.0
Magna Cum Laude San Jose, CA
Relevant Coursework: Business Information Systems, Network Security, Beginner Programming Method C++, Introduction Programming in Python, Computer Literacy, Visual Basic.Net Program I

TECHINCAL SKILLS

- Software: Excel, MS Office, Google Suites
- Languages: SQL, C++, Python, Visual Basic.Net

EXPERIENCE

Project Leader, IT Technician June 2022 – Present
EMR CPR, Union City, CA
- Managed a team of 4 technicians at a Fortune 500 company.
- Implemented strategic thinking to create an efficient plan for disconnecting and reconnecting 30+ workstations while monitoring progression and tracking completion.
- Conducted 500+ IT disconnections and reconnections for workstation equipment, including monitors, PCs, and USB peripherals, while efficiently cable managing and establishing desk organization following company standards.
- Analyzed and drafted IT workstation checklists to enhance equipment tracking, including brand, serial number, asset information, and damage history. Ensured consistent setups during reconnections and addressed technical hardware and software issues.

Barista Trainer December 2019 – February 2022
Starbucks, San Jose, CA
- Served over 125+ customers per day, using interpersonal skills to cultivate customer loyalty.
- Guided 20 new employees on operating procedures, products, and company standards using the Barista Basics Training program to quickly enhance confidence and competence in a positive environment.
- Collaborated in a team environment to reduce the average wait time by 60 seconds, saving 150 minutes daily and utilizing the excess time to form a special connection with each individual customer.

EXTRACURRICULAR ACTIVITIES

SJSU Management Information Systems Association August 2023
Member
Joined this organization for opportunities in professional and personal development, leadership, and networking while engaging with premier Silicon Valley companies, working professionals, and peers.

SJSU Women in Business August 2023
Member
Joined a pre-professional organization to get exposure in the business world by participating in workshops, company tours, professional speaker events, internship opportunities, and consulting experiences.

CERTIFICATIONS

Management Information Systems Support— *Certificate of Achievement* July 2023
Adobe Career Academy— *Certificate of Completion* August 2022
Patagonia Business Case— Directed to the Vice President of Creation to transition implementing technology to improve sustainability within their research and development team and product design team to refine their product line and improve their website by using the Adobe products, Substance 3D to create textile designs and use them into Adobe XD website and app prototypes.