

Abigayle de Guzman

abbygdeguzman@gmail.com ❖ (442) 324-5326 ❖ Redlands, CA

WORK EXPERIENCE

H&R Block

December 2022 – April 2023

Front Desk Receptionist

Redlands, CA

- Great clients and provide them with information about the services offered by H&R Block, such as tax preparation and financial planning.
- Maintain a clean and organized reception area to create a positive first impression for clients.
- Responsible for handling sensitive client files and scanning them to the system for tax professionals' access.
- Match new clients with the best-suited tax professional based on their needs and scheduling preferences.

Starbucks

August 2015 – October 2022

Barista

Costa Mesa, CA and San Diego, CA

- Prepare espresso-based drinks, brewed coffee, and other beverages or food while adhering to presentation standards.
- Courteously greet customers and efficiently process transactions with POS system.
- Maintain clean environment and ensure bar equipment functionality.

Kroger

January 2015 – August 2015

Barista

Costa Mesa, CA

- Maintain cleanliness and organization of the coffee bar area, including maintaining equipment functionalities.
- Actively engage with shoppers, encouraging them to try new samples and promote new products and events.

EDUCATION

Bachelor of Science in Computer Science

University of Phoenix

- Expected Graduation: December 2025.
- President's List - 4.0 GPA

Certificate in Cybersecurity

San Diego State University

- Completed: July 2022.
- Coursework include Network Security, Cyber Infrastructure, Ethical Hacking, DFIR & Threat Hunting, Game Theory Strategy in Cyber Security

General Education Courses

Orange Coast College – Costa Mesa, CA

- Years attended: 2015 – 2018.

High School Diploma

Saint Paul's College Pasig - Philippines

- Graduated: 2014.

SKILLS

- Technical: Microsoft Office applications, Slack, CRM, Computer Knowledge. Ability to type 100+ WPM.
- Information Technology: Application Development, Disaster Recovery, Risk Mitigation, Asset Protection.
- Bilingual: English & Tagalog