**KYLE NOEL DE GUZMAN**

Las Vegas | Nevada  702-287-8672 | kylenoeldeguzman1@gmail.com | [www.linkedin.com/in/kyle-de-guzman](http://www.linkedin.com/in/kyle-de-guzman)

**Education**

Bachelor of Science in Business Administration, Information Systems Las Vegas, Nevada

University of Nevada, Las Vegas August 2021 - May 2025

* Claudine Williams Scholarship
* Provost Scholarship
* Millenium Scholarship
* Overall GPA: 3.4

**Technical Skills**

Systems: Windows & Mac OS X

Intermediate Languages: SQL & R

Software: Excel

Relevant Courses: Business Analytics, Big Data Analytics, Database Design and implementation, & Advanced Business Analytics

**Relevant Experience**

IT Intern Las Vegas, NV

The Las Vegas Raiders June 2024 - August 2024

* Troubleshooted with 25 users daily to resolve technical issues, ensuring smooth operations and minimizing downtime.
* Organized and maintained inventory of 200+ IT assets, including computers, peripherals, and software licenses, achieving a 100% accuracy rate.
* Assisted in the installation, configuration, and maintenance of 100+ computer hardware, peripherals, and software applications.

Data Center Student Employee Las Vegas, NV

Office of Information Technology January 2024 - May 2024

* Developed and maintained organized ticket records, making it easier to track needed repairs and prioritize tasks, resulting in a 30% improvement in ticket resolution time.
* Worked closely with external groups to make sure OIT data centers run smoothly, improving communication and coordination for a 20% overall performance boost.
* Efficiently replaced UPS unit batteries, adhere to procedures, and ensure eco-friendly disposal.

IT Help Desk Student Employee Las Vegas, NV

Office of Information Technology September 2023 - January 2024

* Diagnosed and troubleshooted 20-30 tickets daily, addressing issues like password resets, to contribute to a more efficient and productive work environment.
* Committed continuous self-improvement daily by staying updated with the latest IT trends and technologies.
* Listened to constructive criticism from coworkers to allow us to improve daily work processes and enhance overall team performance.

**Campus Organizations**

Esports Player Las Vegas, NV

Collegiate Esports Player, Rebel Gaming Club September 2021 - January 2024

* Competes as a dedicated member of the UNLV Valorant Team, proudly representing our D1 university on the digital battlegrounds.
* Demonstrates teamwork, leadership, and strategic thinking in high-stress competitive gaming environments daily.
* Develops strong communication and problem-solving skills through extensive weekly gameplay and training sessions.