

# JOSE GUZMAN, JR.

## CONTACT



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[www.linkedin.com/in/jose-guzman44](https://www.linkedin.com/in/jose-guzman44)

Highly educated and quick learning communications specialist with experience in grant writing, content creation, event planning, and community engagement. Adept at following directions and adapting when creative problem solving is needed. Flourishes both in group environments as well as working autonomously.

## EXPERIENCE

### GRANTS AND ENGAGEMENT COORDINATOR

Bloomfield Township

March 2023 - Present

- Identifying new funding opportunities for the township and its residents.
- Planing and executing special events, community outreach, and public awareness campaigns.
- Promoting local events and initiatives via e-newsletter, press releases, radio PSAs, and the township website.

### CLIENT EXPERIENCE OPERATIONS TRAINER

Quicken Loans/Rocket Mortgage

May 2020 - November 2022

- Trained new hires and internal transfers in HOI (homeowner's insurance), Payoffs, and VOE (verification of employment).
- Created and assembled training materials for online and in-person training.
- Developed job aids and computer-based training materials for specialized processes

### PRESIDENT'S CLUB VENDOR SPEIALIST

March 2016 - May 2020

Quicken Loans

- Managed loan and judgement payoff documents for clients refinancing via QL.
- Supervised new team members in the training Call Lab.
- Constructed materials on best practices in Payoffs and VOE.

## BOOK SELLER

Barnes & Noble

November 2011 - May 2013

August 2014 - January 2016

- Served in retail sales, merchandising, and customer service roles.
- Designed digital e-reader tutorials for customers
- Processed daily warehouse shipments and assessed inventory
- Trained incoming associates

## EDUCATION

Harvard University     June 2002  
B.A. in English

## SKILLS

- Content Creation
- Grant Writing
- Strong Communication Skills
- Troubleshooting
- Corporate Training
- Multitasking
- Time Management

## ACHIEVEMENTS

QTalk Presenter, "My Day in Jeopardy"  
Quicken Loans     2019

Rock Honors Nominee  
Quicken Loans

- Best innovation in Vender Role     2019
- Best Performance in a Payoff Role     2018

Sports Jeopardy Champion  
Sony Pictures Television     2016

## REFERENCES

### Greg Black

Director, Community Relations

248-433-7790

[gblack@bloomfieldtwp.org](mailto:gblack@bloomfieldtwp.org)

### Rob Scales

Clients Experience Operations Director,  
Rocket Mortgage

313-373-3037

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### Anna Schwesing

Clients Experience Operations Leader,  
Rocket Mortgage

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# **BLOOMFIELD TOWNSHIP ACHIEVEMENTS**

## **Grant Writing**

Over \$800K in grant funds in 18 months covering:

- Senior Center Dementia Care
- Fire Department Turn Out Gear
- Police Department Incident Command Vehicle
- Township Cybersecurity Software and Backup Storage

## **Community Engagement**

- 2 Township-Wide Open Houses – Planned and Executed
- Weekly E-Newsletters – distributed to 8,000 residents
- Bi-monthly Press Releases
- Bi-monthly Radio Spots on WBFH 88.1
- Member of Birmingham Bloomfield Chamber of Commerce
- Member of Bloomfield Hills Rotary Club
- Member of Birmingham Chamber of Action
- Executive Board Member of Woodward Avenue Dream Cruise Committee
- 2 Summer Programs of Weekly Food Trucks