

Jonathan Guzman

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PROFILE

MBA graduate with experience in research, document preparation, operations, records management, and stakeholder support. Skilled at synthesizing complex information, maintaining organized systems, and supporting fast-moving teams with accurate, timely work.

EXPERIENCE

Clinical Product Insights

Growth & Strategy Fellow

Jun 2026 - Present

- Draft, edit, and proofread research summaries, client-facing content, and company communications.
- Conduct company and market research and organize findings into clear summaries for the team.
- Coordinate project materials, content tasks, and follow-up across research and digital initiatives.
- Translate specialized clinical and business information into accurate, understandable written materials.
- Support digital projects through interface copy, documentation, testing, and organized feedback.
- Work directly with the founder and team to clarify priorities and improve day-to-day coordination.

Roku

Compensation and Benefits Intern

Jun-Aug 2022 & 2023

- Supported open enrollment and rollout of a new employee benefit to 3,800+ employees, including employee communications and updates to reference materials.
- Developed employee-facing guides for leave of absence, offboarding, open enrollment, and benefits processes in collaboration with HR and People Operations.
- Built and maintained benefits invoice tracking tools supporting vendor coordination, payment timelines, and internal benefits operations.
- Partnered with cross-functional HR stakeholders to improve process consistency, documentation, and employee-facing service delivery.

Dept. of Veterans Affairs

Veteran Benefits Liaison

Aug 2021 - May 2024

- Assisted student veterans in navigating benefits and services while providing administrative support and guidance on available programs.
- Managed appointment scheduling and maintained organized, confidential records to ensure timely and efficient service delivery.
- Coordinated and promoted campus events to increase awareness and participation in veteran support services.

U.S. Air Force

Aircraft Maintenance and Equipment Support Technician

Mar 2016 - Mar 2020

- Managed accountability and tracking of equipment supporting 250+ personnel, ensuring accurate documentation and availability.
- Maintained detailed inspection, troubleshooting, and safety records while following strict procedures for hazardous material handling.

SKILLS

Document Preparation & Proofreading, Records Management, Research & Synthesis, Project Coordination, Stakeholder Support, Cross-Functional Communication, Process Documentation, Data Tracking & Reporting, File Organization, Confidential Information Handling, Workflow Improvement, Microsoft Office, Google Workspace, Salesforce, Canva, AI-Assisted Workflows

EDUCATION

Santa Clara University - Master of Business Administration

2026

San Jose State University - BA in History, Business Minor

2024