Kyle DeLaHunt

kdelahunt@gmail.com • 612-501-3697 • kdlh.net

SUMMARY

Respected leader and trainer known for helping others thrive within challenging and high-stress situations. Internal and external customer-focused individual who excels in relating to and working with people to solve complex problems and meet needs quickly, creatively, and effectively. Power user of, and passionate advocate for, the role of technology in improving organizations and enriching lives.

KORN FERRY COMPETENCY STRENGTHS

Communicates Effectively, Interpersonal Savvy, Optimizes Work Processes, Cultivates Innovation, Manages Conflict, Decision Quality, Instills Trust, Collaborates

SKILLS

Training and Presenting, Project Management, Student Information System Administration, Online Learning Environment Creation and Administration, Written Communications
Audio Production & Post Production, Podcast Engineering and Editing, WordPress Website Design and Management, Photography & Photo Editing, Getting Things Done (GTD) Methodology

PROFESSIONAL EXPERIENCE

Apple Inc.

Lead *(6/2019 - Present)*

Interim Manager *(8/2022 - 1/2023)*

Genius *(5/2018 - 6/2019)*

Technical Expert *(12/2017 - 5/2018)*

Technical Specialist *(8/2016 - 12/2017)*

- Management of Genius Bar, ensuring smooth and successful daily operations, training needs are met, and employee issues are discussed and addressed
- Connection leader for 13 members of the Genius Bar staff, supporting their development though Coaching, Performance, and Quarterly Rating conversations
- In-the-moment resource allocation decisions to ensure that the store is running smoothly throughout the day, including making certain breaks are taken on time, zoning changes are made, and handling escalated customer situations. Assist colleagues with questions they have about practices or policies.
- Support the leadership team through scheduling of zoning, store downloads, and exchanges

McNally Smith College of Music

Director of Academic Advising *(5/2016 - 12/2017)*

Academic Advisor *(1/2011 - 5/2016)*

- Oversaw Academic Advising team, responsible for advising diverse student population.
  Trained Faculty Advisors on best practices for Advising, systems, program requirements, and policy updates.
- Created Moodle Advising online learning environment as an ongoing training and development resource for Faculty Advisors, Academic Advisors, and Students
- Educated students to ensure they understand program requirements, and successfully navigate their degrees in order to meet personal academic and financial goals, and graduate in a timely manner
- Managed Academic Records functions in, and power user of, enterprise level Student Information System CampusVue.
- Inputted and maintained all courses, program requirements, and managed the functioning and upkeep of the Degree Progress Audit tool in CampusVue Student Information System.
- Led Faculty Development sessions on collaborative technologies, reporting, Moodle, and advanced use of Google Suite.
- Participated in CampusVue, Enrollment Management, and Course Catalog Committees.

Capella University

Senior Academic Associate for Practicum and Internship Programs *(2009 - 2011)*

Academic Associate for Practicum and Internship Programs *(2005 - 2009)*

Academic Assistant for Practicum and Internship Programs *(2003 - 2005)*

University Services Representative *(2002 - 2003)*

- Supported adult learners in obtaining practicum and internship placements in Master's, PhD, and PsyD programs in Clinical and Counseling Psychology, and the Certificate program in School Psychology.
- Led in-person and virtual training sessions advising learners on best practices for finding and applying to field placement sites across the country.
- Formulated review and tracking process for internal application materials, to accommodate for and support both on-site and off-site faculty and leadership.
- Gathered data and acted as subject matter expert for site visits, supporting several external accreditation application efforts (National Association of School Psychologists, National Council for Accreditation of Teacher Education, American Psychological Association).

Math Is Hard Podcast & Blog Network

Founder *(2012 - Present)*

- Created a podcast and blog network featuring nine podcasts and four blogs across a broad range of topics and content creators.
- Design and manage WordPress website.
- Produce podcasts, including live sound production, audio engineering and post-production editing; collaborate with podcast hosts to set recording calendar, share ideas, and manage a regular publishing schedule.

EDUCATION AND TRAINING

- **B.A. Psychology** - St. Olaf College, *May 2000*
- **Certified Professional Project Manager** - St. Thomas University, *May 2018*
- **Instructional Design Foundations and Applications Certificate** - University of Illinois Urbana-Champaign, *November 2023*
- **Microsoft Project training** - Science Museum of Minnesota Professional Development, *May 2018*