

Kylie Hosken

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EDUCATION

UNIVERSITY OF MICHIGAN, Ann Arbor, MI

Bachelor of Arts with Distinction in Economics, International Studies (Political Economy and Development) & Spanish

- GPA 3.75/4.00
- Emphasis on Political Economy and Development
- 6 term University Honors

UNIVERSIDAD DE SANTIAGO DE COMPOSTELA, Santiago de Compostela, Spain

- Coursework in Spanish

EXPERIENCE

University of Michigan Student Athlete Academic Center, Ann Arbor, MI

Tutor, October 2012-May 2014

- Tutored student athletes in relevant coursework to help them achieve academic success
- Developed different approaches to teach concepts depending on each student's most effective learning method

Red Sky Café, London, UK

Barista and Manager, 2009-2010, Summer 2011, 2012, 2013

- Managed a team of 15 people in a temporary café, serving over four thousand customers over two weeks
 - Oversaw deliveries, managed supply inventories, and adjusted team work schedule changes to ensure smooth operations
 - Guided and coached volunteers to provide efficient, but friendly customer service
- Performed multiple tasks in the permanent cafe, including food prep, making coffee, and working the register in an efficient manner to provide the best possible customer service

Betty & Betts, London, UK

Assistant, Summer 2012

- Created a database of current and potential clients to more efficiently and effectively manage client relationships
- Developed new relationships with potential clients to increase sales

Bivouac, Ann Arbor, MI

Sales Associate, Winter 2012

- Assessed customer's needs based on their desired trip or activity
- Assisted customers to find and buy technical clothing and gear

Conville & Walsh, London, UK

Editorial Intern, Summer 2011

- Reviewed newly submitted manuscripts for the agent, and advised her as to whether she should accept the book
- Edited rough draft copies of books and gave detailed feedback on needed improvements to the agent

SKILLS

- Fluent in Spanish
- Easily adapt to multiple cultures as a result of extensive travel experiences in Europe and South East Asia