Kyle Hamlin, M.A.

RESIDENCE LIFE LEADERSHIP | STAFF DEVELOPMENT | OPERATIONAL IMPROVEMENT

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PROFESSIONAL SUMMARY

Residential education professional with more than four years of full-time residence life experience in staff supervision, student conduct and care, crisis response, training, residential curriculum, and program administration. Lead a 1,700-bed community within a 5,000+ resident system, directly supervise 16 RAs, and share leadership across 46 RAs and two Student Administrative Assistants. Build scalable systems that strengthen service delivery, staff accountability, student and staff learning, and organizational effectiveness.

PROFESSIONAL EXPERIENCE

Residential Life Coordinator — **Aug. 2023 - Present**

University Housing Services — **San Jose State University**

- Lead residential education and day-to-day operations for a 1,700-bed community within a 5,000+ resident system, coordinating student support, staff supervision, conduct, crisis response, curriculum, facilities concerns, and community development.
- Directly supervise 16 RAs and provide shared team-level leadership across 46 RAs and two Student Administrative Assistants through one-on-one meetings, coaching, evaluations, performance conversations, onboarding, and ongoing development.
- Conducted 87 student conduct meetings in 2025–2026 and coordinated student welfare referrals and follow-up; apply policy interpretation and educational and restorative practices to promote accountability, repair harm, and support learning.
- Serve in the 24/7 professional on-call rotation for 5,000+ residents; coordinate crisis intervention, emergency response, and student welfare follow-up with campus safety, counseling, wellness, and other university partners.
- Implement and assess residential curriculum addressing self-discovery, community empowerment, problem-solving, and self-sufficiency; recognized for effective curriculum tracking and staff follow-through across a large team.
- Manage a $200,000+ residential budget; monitor community and committee allocations, track expenditures, and align resource decisions with programming and student learning priorities.
- Create curriculum trackers and accountability systems to monitor submissions, attendance, engagement, and staff completion; use findings and tools including StarRez and CampusGroups to identify gaps and improve departmental workflows.
- Collaborate with Academic Initiatives, Title IX, diversity and inclusion, health and wellness, Career Services, and facilities partners to coordinate holistic student support and inclusive community development.
- Lead Canvas-based student staff recruitment and selection, managing application infrastructure, candidate materials, enrollment workflows, and professional staff training to strengthen consistency and candidate experience.
- Designed and facilitated Fall 2024 RA training and maintained an academic-year Canvas training course; trained professional staff on course design, module development, and assessment tools.
- Contributed to recruitment and onboarding of Residential Life Coordinators, providing feedback on applications and interviews; supported a Maxient sanction-submission pilot through process-improvement feedback.

Coordinator for Residential Education — **May 2022 - Aug. 2023**

Colleges, Housing, and Educational Services — **University of California, Santa Cruz**

- Supervised, coached, and developed up to 25 Resident Assistants; established clear expectations and supported inclusive community-building and staff leadership development.
- Managed student conduct cases using Advocate, interpreting housing policies and applying educational sanctions to support reflection, accountability, and community standards.
- Participated in the professional on-call rotation for 8,500+ residents; collaborated with campus safety and student support partners to respond to emergencies and student welfare concerns.
- Implemented and evaluated residential curriculum focused on engagement, financial wellness, connection, and self-discovery; developed student staff training responsive to diverse community needs.
- Chaired Student Leader Recruitment and Selection, screening 800+ applicants, interviewing 500+ candidates, and supporting onboarding of 250+ student staff.

Assistant Residence Hall Coordinator — **Jan. 2021 - May 2022**

Residential Education Office — **San Diego State University**

- Managed daily front desk operations, staffing, and training involving eight Resident Advisors and 40 Desk Assistants; supported consistent service delivery and residential operations.
- Adjudicated housing community standards violations, applying policy interpretation and student development principles to educational conduct conversations.
- Facilitated justice, diversity, equity, and inclusion training for student leaders and professional staff; supported conflict resolution and inclusive residential communities.
- Supported student staff recruitment and selection; mentored staff and students through developmental conversations and ongoing training.

Center for Student Organizations and Activities Intern **Aug. 2021 - May 2022**
Office of the Dean of Students **San Diego State University**

- Coordinated campus-wide educational and leadership programs; developed participation and co-curricular learning tracking processes using presence.io to support program assessment and student engagement.
- Managed event budgets up to $30,000 and coordinated contracting, transportation, and vendor logistics to support fiscal accountability and reliable program delivery.

First Year Experience Seminar Teaching Associate **Aug. 2021 - Dec. 2021 | Aug. 2020 - Dec. 2020**
Academic Affairs **San Diego State University**

- Delivered first-year seminar curriculum in online and in-person formats; advised students individually and in groups and connected them with academic, personal, and co-curricular support resources.

Residential Coordinator **Feb. 2020 - Jun. 2020**
University Residences **Western Washington University**

- Supervised and coached 13 student leaders, connecting educational strategies and community engagement practices to departmental learning goals.
- Addressed resident concerns and supported inclusive community standards through collaboration, conflict resolution, and equitable access to resources.
- Managed hall council and programming budgets of $5,000 to $10,000, aligning resource allocations with community initiatives and student learning.
- Supported residential COVID-19 response, adapting facility use and safety protocols to changing operational needs.

Event Coordinator **May 2016 - Apr. 2019**
Entertainment Warehouse, Inc. **Spokane, Washington**

- Managed events serving up to 5,000 attendees, coordinating staff, clients, vendors, budgets, equipment, schedules, and complex logistics to ensure timely, reliable service delivery.
- Supervised event staff and maintained operational readiness; managed financial records in QuickBooks and communicated services through marketing materials and a public-facing website.

EDUCATION

MA: Postsecondary Educational Leadership; Student Affairs - San Diego State University
BS: Biology - Eastern Washington University
Associates of Arts and Sciences: Biology and Direct Transfer - Everett Community College

COMMITTEES AND ACTIVITIES

- WACUHO Executive Board, Communications and Technology Coordinator — July 2025 - Present
  - Lead regional technology and communications initiatives, including website development, digital engagement, resource management, and technology budget planning; facilitate professional development on intentional conversations and advising.
- New Professionals Committee Tri-Chair- WACUHO — June 2024 - July 2025
- SJSU RHA Advisor — April 2024 - August 2025
- New Professionals Committee Member - WACUHO — April 2023 - July 2025
- Marketing and Registration Committee Member - WACUHO — April 2023 - April 2024
- Student Leader Recruitment and Selection Committee - Chair — August 2022 - August 2023
- SDSU Leadership Summit — February 2022

TECHNICAL SKILLS

- Conduct and Case Management Systems: Maxient, Advocate
- Housing and Engagement Systems: StarRez, CampusGroups
- Budget and Operational Tracking: Google Sheets, Microsoft Excel, QuickBooks
- Learning Management and Staff Training: Canvas
- Design and Communication Tools: Adobe Suite, Canva
- Web and Communication Tools: Wix Website Management, Google Workspace
- Ethical use of AI: ChatGPT

CERTIFICATIONS

- Mental Health First Aid
- QPR
  - QPR Gatekeeper Trained