

KYLON HILL

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PROFESSIONAL SUMMARY

Project coordination and creative operations professional with experience supporting cross-functional creative, marketing, UX, and digital projects. Skilled in coordinating timelines and deliverables, organizing project documentation, developing team resources, and facilitating collaboration across stakeholders. Brings an applied anthropology and human-centered research background with a strong interest in consumer behavior, design, innovation, and creative problem solving.

EDUCATION

University of North Carolina at Charlotte | Charlotte, NC

December 2024

Bachelor of Arts – Cultural Anthropology (Concentration: Applied Research Methodology)

- **Coursework included:** *Ethnographic Methods, Human-Centered Design, Applied Anthropology, Cultural Systems, and Qualitative & Quantitative Research Methodology, Statistics in Social Sciences*

RESEARCH CERTIFICATIONS & TOOLS

Certifications: *CITI Social & Behavioral Research (IRB), Google Foundations of Project Management*

WORK EXPERIENCE

US Team Assistant (Project Coordination & Creative Operations) | Forever Audio, NC

August 2025 – April 2026

- Coordinated end-to-end creative production workflows for commercial audio campaigns, managing timelines, deliverables, project requirements, and stakeholder communication from initiation through final delivery.
- Supported multiple account managers across concurrent client projects by organizing project documentation, drafting Statements of Work, creating sales orders, and tracking deliverables and approvals.
- Developed and implemented a client-facing creative feedback questionnaire to bring greater structure and clarity to the revision process and improve alignment between clients and creative teams.
- Monitored project progress and coordinated updates across clients, producers, engineers, and internal teams to keep deliverables moving and ensure deadlines and quality standards were met.
- Supported creative development by proofreading advertising copy, casting voice talent, and selecting music aligned with campaign objectives and creative direction.
- Maintained project records, budgets, invoices, approvals, and production documentation while conducting quality assurance reviews of creative deliverables prior to client delivery.

Marketing Operations Intern | Shades, Ca

February 2024 – December 2024

- Conducted audience, market, and competitive research to identify consumer behaviors, emerging trends, and opportunities relevant to brand and content initiatives.
- Synthesized qualitative and quantitative findings into research briefs, summaries, and recommendations for marketing and audience development teams.

- Analyzed audience engagement and campaign performance data using Excel to develop reports and dashboards supporting ongoing project and campaign decisions.
- Collaborated with cross-functional teams to organize research inputs and translate audience insights into actionable recommendations for content and marketing initiatives.
- Monitored emerging cultural and consumer trends across digital platforms, helping teams identify relevant opportunities for audience engagement.

Website Manager | UNC Charlotte

July 2023 – July 2024

- Conducted UX research and usability evaluations to identify opportunities to improve website structure, content clarity, accessibility, and user experience.
- Coordinated website content improvements by organizing user feedback, stakeholder requirements, and website performance data to inform digital updates.
- Collaborated with faculty, staff, and cross-functional partners to translate user needs and organizational goals into user-centered digital solutions.

PROJECTS

Founder, Cultural Strategist, & Curator | The ALT+R Studio

May 2026 – Present

- Developed a cross-platform music curation project exploring identity, culture, and underrepresented perspectives within musical movements and communities.
- Curated playlists and editorial content that contextualize artists, genres, and cultural moments through storytelling and audience-focused interpretation.
- Created short-form content for TikTok, Instagram, and Substack to engage audiences through music discovery, cultural commentary, and creative storytelling.

Research Assistant | Applied Research Capstone – Gracious Living Adult Day Services

January 2024 – June 2024

- Conducted qualitative fieldwork to understand participant needs, behaviors, and experiences related to individualized care services and therapeutic activities for older adults.
- Developed user personas and synthesized research findings to identify opportunities for improving culturally responsive care and accessibility to individualized activities.
- Designed questionnaires and facilitated in-depth interviews with 25 participants, uncovering insights related to autonomy, social isolation, and activity alignment.

SKILLS

Creative & Project Operations: Creative Operations, Project Coordination, Workflow Management, Timeline & Deliverable Tracking, Cross-Functional Collaboration, Stakeholder Communication, Process Improvement, Documentation Management, Quality Assurance

Research & Consumer Insights: User Research, Qualitative Research, Ethnographic Methods, Audience Analysis, Consumer Research, Competitive Analysis, Interview Design, Persona Development, Research Synthesis, Trend Analysis

Tools: Microsoft Office, Excel, Asana, Monday.com, Jira, Trello, Airtable, Notion, Google Workspace, Slack, Figma, WordPress, Google Analytics, Zoho CRM