

Kevin Hytten, Ed.D.

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Senior Executive | Safety, Operations, and Organizational Leadership

Senior executive with 20+ years of leadership across higher education, public-sector operations, and mission-driven organizations. Proven record overseeing large-scale safety, compliance, and operational systems; leading cross-functional teams; and managing complex, high-accountability environments. Extensive experience in crisis response, violence prevention, enterprise training, and organizational operations, with a strong focus on building sustainable systems that advance institutional mission and community safety.

Areas of Expertise

- Executive Leadership & Organizational Operations
- Safety, Risk Mitigation & Compliance
- Crisis Response & Business Continuity
- Training, Professional Development & Workforce Readiness
- Budget Oversight & Fiscal Management
- Stakeholder & Partnership Engagement
- Process Improvement & Systems Redesign
- Data-Informed Decision Making & Reporting

Accomplishments

- Established and led a high-volume COVID-19 testing operation recognized by the State of Vermont as a model site for efficiency and process design.
- Secured and launched the Vermont Violence Prevention Project through a \$940k+ U.S. Department of Homeland Security (TVTP) grant, supporting statewide threat assessment, training, and violence prevention initiatives.
- Planned and implemented UVM's inaugural Twilight Induction Ceremony, engaging 2,000+ students and advancing university-wide values around inclusion and community belonging.

Career Experience

Training Coordinator-Division of Safety and Compliance, University of Vermont, Burlington, VT Feb 2023 – Present

- Lead university-wide safety, compliance, and health training initiatives across a complex institutional environment.
- Design and administer large-scale professional development programs supporting violence prevention, behavioral threat assessment, compliance, and workforce readiness.
- Serve as lead administrator for a multi-year U.S. Department of Homeland Security (TVTP) grant, overseeing program design, partnerships, reporting, and fiscal compliance.

Associate Director Administrative Services-Residential Life, University of Vermont, Burlington, VT July 2022 – Feb 2023

- Oversaw residential operations serving 6,000+ students across 43 residence halls, including facilities, safety, staffing, and capital projects.
- Directed housing operations, IT systems, and customer care functions supporting 5,750–6,000 residents annually.
- Supervised 17 professional staff and 390+ student employees; analyzed systems and workflows to identify improvements and enhance the student experience.

Interim Executive Director-Residential Life, University of Vermont, Burlington, VT Oct 2021 – July 2022

- Served as interim executive leader for Residential Life, overseeing strategy, operations, staffing, facilities, and risk management for a residential system serving 6,000+ students.
- Supervised 70 professional staff and guided departmental priorities related to safety, security, and student success across 43 residence halls.
- Oversaw facilities management and capital renovation projects, ensuring quality, compliance, and timely delivery.
- Engaged with parents, families, and campus partners to resolve complex student concerns through a solutions-oriented, customer-focused approach.

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COVID-19 Information & Service Center Manager, University of Vermont, Burlington, VT July 2020 – Oct 2021

- Led daily operations for a high-volume COVID-19 testing and information center serving 5,000+ individuals per day and 20,000+ weekly.
- Built and managed a multidisciplinary workforce of 11 professionals, 70 student staff, and 200 volunteers.
- Implemented Salesforce Service Cloud to manage 15,000+ cases, improving response time, accuracy, and compliance tracking.
- Oversaw delivery of 445,000 tests in ten months.

Senior Summer Housing Coordinator-Event Services, University of Vermont, Burlington, VT March 2020 – July 2020

- Provided strategic oversight for non-academic summer housing operations supporting 80+ overnight conferences, camps, internship programs, and events.
- Negotiated contracts with national program providers and implemented adaptive solutions to maintain engagement during pandemic-related disruptions.

Chief Operations Officer, School Hack Solutions Inc., Bristol, VT May 2016 – Sept 2019

- Directed operations, finance, HR, and systems for a growth-stage education technology company.
- Led hiring, onboarding, staff development, policy implementation, and performance management.
- Oversaw budgeting, payroll, KPI tracking, and operational controls to maximize efficiency and sustainability.
- Implemented enterprise systems (CRM, ticketing, cloud file management) to streamline operations and customer support across 10 states.

Senior Client Services Consultant, OpenTempo Inc., Williston, VT July 2015 – Feb 2016

- Served as primary advocate for a high-profile enterprise healthcare client, supporting system consolidation and service continuity.
- Supported a client base of 10,000+ users, resolving complex issues through structured ticketing and escalation processes.

Chief Information & Operations Officer, New Spin, Oklahoma City, OK Jan 2011 – July 2015

- Led operations, finance, HR, risk management, IT, and business services for a multi-state organization.
- Managed monthly operating budgets exceeding \$150K and guided organizational policy, insurance, and compliance.
- Oversaw enterprise systems, analytics, and vendor contracts supporting distributed operations.
- Grew the organization from 6 to 60 employees and increased annual revenue from \$500K to \$5.5M.
- Led development of a SaaS platform supporting visualization and management of remote assets.

Additional Experience:

- **Assistant Director**, University of Vermont, Burlington, VT
- **Adjunct Faculty**, Champlain College, Burlington, VT
- **Residence Director**, Syracuse University, Syracuse, NY
- **Head Resident**, Southern Illinois University Carbondale, Carbondale, IL
- **Complex Coordinator**, Green Mountain College, Poultney, VT

Education

Doctor of Education (Ed.D.), Educational Leadership & Policy Studies

University of Vermont, Burlington, VT

M.S., Managing Innovation & Information Technology

Champlain College, Burlington, VT

M.S.Ed., Higher Education Leadership

Southern Illinois University Carbondale, Carbondale, IL

B.S., Natural Resources (Terrestrial Ecology)

University of Vermont, Burlington, VT