

“WORKING INTERNATIONALLY IS DIFFICULT, BUT ALSO THE MOST ENJOYABLE THING THERE IS.”

EMMA HYLÉN, FUTURE ACCOUNT MANAGER



## AN ALUMNI EVENT MADE **EMMA HYLÉN** INTERESTED IN **UNIVERSUM**. THE CHALLENGES, TRAVELS AND THE ATMOSPHERE MADE HER STAY.

Emma Hylén's job at Universum is actually a continuation of her previous life: plenty of travels, intense learning and a passion for people. After her business studies with some travels mixed in, she is now building client relations in Europe.

### **YOU WORK AS FUTURE ACCOUNT MANAGER. WHAT DOES THAT MEAN?**

– I build client relations, especially in Spain, but also in France and England. Spain is a new market for us so I am also responsible for client events and press contacts. Apart from networking I constantly read up on Universum's research. We perform career surveys in 28 countries. It is important to be up to speed on all the trends and facts that are presented in them so I can help our clients, both locally and globally. And, I read business magazines. It is important to have your ear to the ground of economic news because that affects our clients.

### **YOU ARE FAIRLY NEW IN YOUR POSITION, HOW DOES UNIVERSUM SUPPORT YOU?**

– The office community spirit is very strong. A lot of responsibility comes your way quickly here, and then it's good to have colleagues that have been here longer than you. There is a mentor network here for new employees.

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**EDUCATION:** BACHELOR OF ECONOMICS, SCHOOL OF BUSINESS, GOTHENBURG, GRADUATION IN 2010.

**FIRST JOB AFTER GRADUATION:** MY CURRENT JOB.

**DREAMS FOR THE FUTURE:** TO HAVE A B&B IN THE CARIBBEAN. PART OF MY FAMILY IS FROM COLOMBIA AND MY ROOTS ARE CALLING ME.  
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We get a personal mentor who supports us with advice and experience.

### **WHAT DOES YOUR MENTOR MEAN TO YOU?**

– I have access to some of the more senior knowledge and experience that exists within the markets I work in. My mentor helps me navigate my new role and make my ideas heard. I am learning to better state my case and to listen to the people around me. I think it's an ideal way to ease a person into a new role.

### **WHAT TYPE OF PERSON IS RIGHT FOR UNIVERSUM?**

– You should be dedicated and be willing to learn new things every day. You should also be a people person who likes to build relationships, preferably internationally. To work internationally with people is often one of the most difficult things to do, but also one of the most enjoyable.