

Claire Hooper

Greenville, TX
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CAREER OBJECTIVE

Adaptable Communication Design: User Experience major (3.17 GPA) currently attending The University of North Texas, with 4.5+ years of work experience. Aiming to leverage a proven knowledge of testing, behavior management, and conflict resolution skills to successfully fill the role at your company. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

EXPERIENCE

AmeriCorps VISTA: The City of Austin Public Information Office
Language Access Specialist

Austin, TX
Aug 2022 - Feb 2023

- Mastered all language access services & operational tasks within 1 week to reach operational performance.
- Provided interpretation and translation services for City of Austin programs, contributing to over 1000 successful service engagements.
- Collaborated with personnel across departments to establish effective communication channels, enhancing workplace collaboration by 25%.
- Authored comprehensive training modules and documents to optimize future onboarding period by 40%.
- Created informational materials for City of Austin employees when engaging limited English proficient individuals, resulting in 35% more successful engagements.

Kohl's
OMNI/Early Morning Stocker

Austin, TX
Mar 2022 - Jan 2023

- Analyzed daily cycle count discrepancies of 4,000+ SKUs to ensure accuracy of overall stocking inventory levels, reducing errors by 40%.
- Implemented an 80% fill rate on shelf tops while maintaining optimal 90% backstock level in warehouses to enhance customer purchase experience.
- Formulated strategies to minimize shrinkage and set safety standards for top selling products, boosting store sales by 15%.
- Organized merchandise rotation procedures according to FIFO principles to ensure timely replenishment of stock displays and reduced away bin numbers by 60%.

AmeriCorps VISTA: The George Washington Carver Museum
Exhibit VISTA

Austin, TX
Feb 2022 - Aug 2022

- Optimized event inventory to keep shelves organized and properly stocked through a first-in, first-out approach.
- Restocked backstock merchandise regularly to ensure sales floor continuity, resulting in 25% more sales from replenishment efforts.
- Initiated an effective exhibit rotation schedule for 50+ items; minimized spoilage of goods with correct rotation techniques.
- Collaborated with museum staff.

Emory, TX
Jun 2018 - Feb 2022

Twigs Home and Lighting
Sales Associate

**The
Argyle
Fine
Arts
Preschool**

- Generated over \$200K in sales annually by effectively selling products, resolving customer requests & upselling options.
- Effectively managed online order pickups that resulted in 90% completion rate, increasing customer satisfaction by 10%.
- Supervised 4 entry-level staff members to capacitate training & onboarding process, reducing average turnaround time by 15%.

Preschool Teacher

Argyle, TX
Jan 2020 - Nov 2020

- Crafted developmentally appropriate fine arts curriculum to equip early childhood students with essential art techniques and appreciation, resulting in a 10% improvement in student engagement.
- Facilitated team teaching sessions utilizing effective positive reinforcement strategies, leading to 35% reduction in behavioral incidents among the class of 14 students.
- Increased parental involvement by 25%, through regular communications regarding lesson progress and establishing open lines of communication for resolving issues quickly.
- Performed far-reaching school cleaning duties to maintain a safe learning environment encompassing 20 classrooms, resulting in improved health safeguards for all staff & students.

Carters/Oshkosh B'Gosh
Sales Associate

Fort Worth, TX
Oct 2018 - Feb 2019

- Promoted customer engagement by efficiently resolving customer service incidents and ensuring exceptional customer experience, resulting in a 20% increase in retention rate.
- Achieved sales target through redefining shelf space & presentation, generating 10% uptick in sales within two months.

St. Paul's Episcopal School
Floater/Teacher

Greenville, TX
May 2018 - Aug 2018

- Fostered an encouraging learning environment and engaged collaboration among 40+ students, increasing attendance by 10%.
- Provided supervision to 15 students during outdoor activities, ensuring safety protocols & maintaining structure for effortless transitions.
- Mediated 18 conflicts between peers and successfully resolved issues in a timely manner, cultivating harmonious student relationships.

St. Paul's Episcopal School
Teacher/ Teaching Assistant

Greenville, TX
Jun 2017 - Aug 2017

- Instructed lessons on multiple topics to 25+ daily participants, translating complex concepts into tangible understanding-raising scores by 10% on end-of-year assessments.
- Provided individualized supervision of 10+ students, mediating disputes and monitoring progress to ensure successful completion of assigned projects.

Stromberg Architectural Products
Design Intern

Greenville, TX
Jan 2017 - Apr 2017

- Created professional-quality visual assets to support “case studies”, elevating readability and appeal of content by 30%.
- Designed headings and cover illustrations for 12 “case studies”, resulting in 25% greater engagement from targeted audience.
- Conceived concise and effective layouts for 9 “case studies”, conveying complex ideas with increased visual impact within 10% of page limit.

EDUCATION

THE UNIVERSITY OF NORTH TEXAS

Denton, TX

Communication Design with an Emphasis in User Experience (Graduation Apr 2021)

- **GPA:** 3.17
- **Minors:** Art History and Behavioral Analysis
- **Relevant Coursework:** Prototyping and Testing, Contextual Research, Typographic Systems, Behavioral Principles 1, Patterns and Systems, Planning and Developing, Data Visualization, Topics in UX Design, Behavioral Principles 2, Behavioral Principles and Self-Management, Cause-Based UX Design, Advanced Product Design, Basic Behavioral Principles, Data Collection and Analysis
- **Awards & Honors:** Participant in the 2019 Adobe UX competition, Dean's List, A, B Honor Roll.
- **Extracurricular Activities:** President and Founder of The User Experience Student Association, Member of The National Society of Leadership and Success, Student volunteer coordinator for Big Design 2019.

ADDITIONAL SKILLS

- Adobe XD
- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign
- Axure
- Figma
- Creating and implementing quantitative and qualitative surveys
- A/B testing
- Persona creating
- Wireframing

CERTIFICATIONS

- CPR and First Aid Certification
- Floral Design Level 1 Certification
- Protecting Human Research Participants

REFERENCES

References available upon request

