

# Claire Hooper

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## WORK EXPERIENCE

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### **AmeriCorps VISTA**

**Austin, TX**

#### **Exhibit VISTA, Language Access Specialist**

**February 2022 – February 2023**

- Initiated an effective exhibit rotation schedule for 50+ items; minimized spoilage of goods with correct rotation techniques.
- Collaborated with museum staff.
- Created informational materials for City of Austin Employees when engaging in limited English proficient individuals, resulting in 35% more successful engagements.
- 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.

### **Kohl's**

**Austin, TX**

#### **OMNI/Morning stocker**

**March 2022 – January 2023**

- Analyzed daily cycle count discrepancies of 4,000+ SKUs to ensure accuracy of overall stocking inventory levels, reducing errors by 40%.
- Implemented a 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%.

### **Twigs Home and Lighting**

**Canton, TX**

#### **Sales Associate**

**April 2018 – September 2018**

- 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%.

### **Argyle Fine Art's Preschool**

**Argyle, TX**

#### **Pre-K Teacher**

**January 2020 – November 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.
- Performed far-reaching school cleaning duties to maintain a safe learning environment encompassing 4 classrooms, resulting in improved health safeguards for all staff & students.

## LEADERSHIP EXPERIENCE

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### **User Experience Student Association (UXSA)**

**Denton, TX**

#### **President and Founder**

**March 2017 – 2020**

- Successfully created workshops for members including: access to an exclusive design film, Q&A's with industry leaders, Work showcases, Game nights, and help nights for incoming students.
- Coordinated volunteers for the 2019 Big Design event along with UTD student leaders.
- Presented the new UX program to Incoming students Once a year leading to a 20% increase in applicants.

## EDUCATION

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### **The University of North Texas**

**Denton, TX**

#### **BFA in Communication Design with an Emphasis in User Experience (GPA: 3.2)**

**Graduation: April 2021**

- Organizations/Awards: The National Society of Leadership and Success, User Experience Student Association, Dean's Honors List, A/B Honor Roll
- Minors: Art History and Behavioral Analysis

## SKILLS & INTERESTS

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Skills: Microsoft Office (Excel, PowerPoint) | Adobe Creative Cloud | UserZoom | Axure | Qualtrics | Figma

Interests: Research, Problem Solving, Big picture Projects, Dogs, Art/Design, and Baking.

