

Phoenix Hooper-Strednak

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EDUCATION

University of Oklahoma | Norman, OK

May 2025

Bachelor of Arts

Major: Interdisciplinary Studies: Business Administration

EXPERIENCE

Mackenzie Place | Colorado Springs, CO

January 2024 – Present

Supervisor

- Supported operational improvements that contributed to an estimated 5–10% increase in total sales by optimizing staffing alignment, service flow, and execution during peak periods
- Assisted in the overhaul and standardization of POS workflows used by 10–20 staff, reducing transaction errors and shortening new-hire training time by approximately 20–30%
- Helped reduce employee turnover by an estimated 15–25% through consistent onboarding, coaching, and clear communication of performance expectations
- Served as a primary communication link between frontline staff and management, documenting operational issues and supporting the implementation of process improvements across daily and weekly operations

Freelance | Norman, OK

August 2021 – January 2024

Computer Aided Drafter II

- Produced detailed CAD drawings and technical documentation in accordance with project specifications, codes, and client requirements
- Assisted in the design and documentation of a greenhouse lighting array supporting layout accuracy and project requirements
- Contributed to the design and documentation for the conversion of a gas station into a multi-functional retail space, aligning drawings with revised scope and functional use

LEADERSHIP ACTIVITIES AND MEMBERSHIPS

Project Management Institute | Colorado Springs, CO

February 2025 – Present

Member

- Engaged with PMI resources to strengthen knowledge of project management methodologies and best practices
- Applied PMI frameworks and terminology to real-world operational and supervisory responsibilities

Among Friends Adult Center | Norman, OK

August 2019 – August 2021

Volunteer

- Assisted staff with executing events and activities, adapting to participant needs and behavioral considerations
- Supported daily activities for adults with developmental disabilities, ensuring a safe, inclusive, and structured environment

HONORS AND AWARDS

Certified Associate in Project Management | Colorado Springs, CO

February 2025 – February 2028

Dean's List | Norman, OK

May 2022 – May 2023

OU Invest in Success Scholarship | Norman, OK

August 2019 – May 2024