

# NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

## Profile

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## Experience

### United Flight Attendant- Company / Location

*July 2018 to present*

- Managed and stored baggage for all passengers, taking extra care and attention to make space in the carry-on compartments so all customers can stow their items
- Trained multiple flight attendants on protocols, code of conduct, and customer service standards
- Traveled on domestic and international flights, averaging over 150 hours of in-flight time each month
- Effectively and safely guided all passengers off of a malfunctioning plane in December 2020, assisting the elderly, disabled, and young passengers to the exit
- Became the head safety attendant, educating all United flight attendants on safety policies and updates via weekly emails

### Nordstrom Salesperson - Company / Location

*April 2015 to July 2018*

- Maintained a pristine and attractive sales floor with impeccable attention to detail
- Helped my store rise to the top of the sales board with friendly and empathetic sales tactics
- Trained new salespeople to effectively explain products to customers and create a sense of trust
- Redesigned the sales floor to be more conducive to browsing and purchasing, placing merchandise and mannequins strategically, leading to an 8% revenue increase
- Created strong rapport with dozens of loyal customers who consistently returned to make routine purchases based on my recommendations

### Project Experience

- Capstone paper on effective communication and teamwork in customer service industries
- Independent charity project to raise money for hungry children

## Education

### Bachelor of Art: Degree in Communications - Penn State

*MONTH YEAR*

- GPA: LIST
- AWARD
- AWARD

### High School Diploma - Jefferson High School

*May 2009*

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Multilingual (Spanish, French, Mandarin, English)
- Excellent adaptability
- Assertive and independent
- Empathetic and friendly
- Superb stress and time management

## Licenses & Accreditations

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- CPR and First Aid Certified by the American Red Cross
- FAA Certification
- Travel and Tourism Professional (TTP)
- Certified Aviation Manager (CAM)
- Certified Travel Associate (CTA)
- Certified Medical Interpreter – Spanish (CMI)