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Professional Profile/Objective

Passionate flight attendant supervisor who has won two awards for leadership and clocked over 8,000 hours in the air. Customer-focused with an expert understanding of customs and world culture. Strong time management skills evident through well-balanced supervision of 150 flight attendants, detailed record keeping, and on-time reports delivered to airline executives.

Professional Experience

Flight Attendant Supervisor, Delta Airlines, Atlanta, GA

April 2017 – Present

- Supervise and evaluate performances of over 150 flight attendants.
- Create flight attendant schedules, track attendance, and address shift vacancies.
- Address passenger complaints and serve as liaison between customers and flight crew.
- Maintain detailed documentation and develop professional reports.

Check Flight Attendant, Delta Airlines, Atlanta, GA

November 2013 – April 2017

- Led a team of 7+ flight attendants on a Boeing-747 with seats for up to 366 passengers.
- Oversaw passenger food and beverage service and resolve customer complaints.
- Conducted pre-flight inspections and in-flight security and exit checks.
- Assessed crew's work and identify areas for improvement.

Flight Attendant, Delta Airlines, Atlanta, GA

August 2008 – October 2013

- Selected by superiors to attend to/serve over 35 VIP clients.
- Introduced innovative ideas that reduced boarding time by an average of 8%.
- Greeted passengers and helped place carry-on luggage in overhead compartments.
- Assisted in three emergency medical response events, which all resulted in patient recoveries.

Education

Bachelor of Science in Psychology, Minor in World Cultures

Clayton State University, Morrow, GA, May 2008

Key Skills

- Decision making
- Supervising flight crews
- Customer centric
- Customs/currency exchange
- Public speaking

Certifications

- FAA Certificate of Demonstrated Proficiency
- CPR/AED Certified