

Gemma Avery
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Professional Profile/Objective

Customer-oriented professional with 6+ years experience as a flight attendant in commercial/corporate air travel. Fluent in both Italian and English and has logged over 3,000 hours on international flights. Successfully calmed passengers during an emergency landing and provided CPR to a passenger in need of emergency medical care.

Professional Experience

Corporate Cabin, Attendant Frontier Airlines, Denver, CO

January 2020 – Present

- Review prepared private jet customer profiles as early as possible after receipt in order to customize experience.
- Prepare and serve appetizing and beautifully presented food and beverage to VIP clients single handedly.
- Attend regular flight safety training for both large and small business jets, even when it's not required.
- Serve private and business jets with as few as 8 passengers and as many as 50.

Senior Flight Attendant, Frontier Airlines, Denver, CO

June 2016 – December 2019

- Maintained a 94% customer satisfaction rate, according to exit/post-flight surveys.
- Ensured all in-flight cash sales were offered receipts, awarded proper change and accounted for in records.
- Earned nominations for Senior Flight Attendant of the year twice by pilots and crew.
- Served as unofficial on-board technology expert, aiding passengers with technology purchases, such as Wi-Fi, airline-distributed headphones, and even specific concerns about personal devices. Also answered aircraft technology questions for other crew members.

Flight Attendant, Frontier Airlines, Denver, CO

October 2014 – June 2016

- Increased on-board alcohol sales by 15%.
- Led free in-air Italian lessons as an extra freebie for passengers who wanted them.
- Used creativity skills to develop an accurate and comprehensive, yet significantly more engaging pre-flight safety presentation.
- Operated as designated flight attendant to escort, serve, and care for unaccompanied minors during flights after supervises learned or my experience with children and strong customer service skills.

Education

Associate of Applied Science in Communication

PIKES PEAK COMMUNITY COLLEGE Colorado Springs, CO, September 2012 - June 2014

G550 (Gulfstream) Training + Luxury Food Presentation

SKY ACADEMY (SkyAngels) Santa Rosa, CA, January 2017

Key Skills

- Interpersonal interaction
- Physically fit
- Diffusing conflicts
- Emergency medical care
- Fluency in English and Italian

Certifications

- FAA Certificate of Demonstrated Proficiency
- CPR/AED Certified