



Gemma Avery

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.

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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