

# SKYLER THOMPSON

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A bilingual Flight Attendant with one year of experience at American Airlines as a crew member on both domestic and international flights. A proven track record of interfacing effectively with passengers and identifying opportunities to improve the flight experience.

## EDUCATION

### BACHELOR OF ARTS (B.A.) COMMUNICATION

Temple University, Philadelphia, PA  
September 2017 – June 2021

## KEY SKILLS

- Customer Service
- Communication
- Passenger Safety
- French (Fluent)
- Emergency Evacuation Procedures
- Flight Operations

## CERTIFICATIONS

- Flight Attendant Certificate of Demonstrated Proficiency, FAA, 2023
- CPR Certified, American Heart Association, 2023

## PROFESSIONAL EXPERIENCE

### FLIGHT ATTENDANT

American Airlines, Philadelphia, PA  
July 2022 – Present

- Deliver high-quality customer service and support to passengers across various ethnicities and cultural backgrounds, communicate with empathy and patience, and provide solutions to passenger issues, resulting in a 93% satisfaction rating
- Conduct cabin preparations prior to flight departure and deliver presentations to passengers on safety protocols and flight etiquette
- Serve meals to pilots and passengers, provide information on menu items and ingredients, and address in-flight needs

### AIRLINE CUSTOMER SERVICE AGENT

American Airlines, Philadelphia, PA  
June 2021 – July 2022

- Coordinated with airline teams to ensure appropriate accommodations for passenger needs and resolve issues with compassion and understanding
- Managed check-in procedures to verify travel documents and ensured compliance with baggage weight restrictions before boarding