

Aliya Jackson

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A Flight Attendant Supervisor with 10+ years of experience and 8,000 flight hours, specializing in customer service, passenger safety, and team management. A customer-focused leader with a proven track record of managing 150+ flight attendants.

Education

Bachelor of Arts (B.A.) Tourism & Hospitality

Columbia University, New York, NY
September 2009 – June 2013

Key Skills

- Team Management
- Flight Safety
- Customer Service
- Training & Development
- Flight Operations

Certifications

- Travel and Tourism Professional (TTP), IATA, 2016
- Flight Attendant Certificate of Demonstrated Proficiency, FAA, 2013
- CPR Certified, American Heart Association, 2013

Professional Experience

Flight Attendant Supervisor

Frontier Airlines, New York, NY | December 2017 – Present

- Manage a large team of over 120+ flight attendants, provide training on catering, VIP service, flight procedures, and safety protocols, and establish a forward-thinking work culture centered on accountability and collaboration
- Conduct performance evaluations and develop new training programs to enhance service delivery and conflict resolution skills, resulting in a 91% passenger satisfaction average
- Create flight attendant schedules, track attendance, and address shift vacancies
- Address passenger complaints and serve as liaison between customers and flight crew

Flight Attendant

Frontier Airlines, New York, NY | June 2013 – December 2017

- Delivered exceptional service to passengers and crew, provided support during medical emergencies, and ensured compliance with flight safety procedures
- Provided training to 10+ new flight attendants on customer service best practices and safety protocols, contributing to a 91% satisfaction rating across the team
- Conducted pre-flight inspections, performed in-flight security and exit checks, and coordinated with airport security teams to de-escalate situations