

Julie Cox



Flight Attendant

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01 PROFILE

Personable, safety-oriented Flight Attendant with 3+ years of expertise with an international cabin crew. Achieved a consistently highest passenger satisfaction rating according to Skytrax surveys (99.28%). I am seeking to develop my flight attendant skills further and continue providing top guest service by joining American Airlines as the new Senior Flight Attendant.

02 EMPLOYMENT HISTORY

01/2018 — 04/2021

Flight Attendant at Delta Airlines

Boston

Tasked with managing and coaching ten junior cabin crew members during all international flights.

- Informed business- and first-class clients about the best beverage-pairing decisions based on taste and meal menus.
- Relayed communication to passengers and cabin crew from the flight deck in a professional and personable manner.
- Assisted passengers and instructed on passenger safety.
- Performed preflight, through-flight, and post-flight inspections of the aircraft's emergency, cabin, and galley equipment. Ensured the aircraft's interior was clean at all times.

01/2017 — 12/2018

Flight Attendant at American Airlines

Washington

Tasked with providing leadership, direction, and assistance during an emergency, including aircraft evacuation and administering first aid to ill or incapacitated passengers.

- Handled emergencies according to procedures. Performed orderly evacuation of passengers and crew. Provided emergency medical assistance where necessary.
- Supervised loading and offloading of aircraft passengers and baggage. Ensured access to escape exits was clear at all times.
- Communicated paperwork and detailed reports regarding incidents or discrepancies.
- Greeted passengers, assisted with carry-on baggage stowage, and delivered onboard announcements.

03 EDUCATION

Apr 2021 — Apr 2021

IATA Cabin Crew Course

Denver

The Crew Academy

Jan 2019 — Nov 2020

School of Hotel Administration

Ithaca

BA in International Hospitality Management,

Jan 2017 — Dec 2019

High School Diploma

Indian Trail

Ridgefield High School

04 SKILLS

Passenger Management	● ● ● ● ●	Food Safety	● ● ● ● ●
Emergency Procedures	● ● ● ● ●	Serving Beverages	● ● ● ● ●
Flight Manifests	● ● ● ● ●		

05 LANGUAGES

English	● ● ● ● ●	Spanish	● ● ● ● ●
Italian	● ● ● ● ●		

06 HOBBIES

Skydiving, Parachuting, Skating

07 EXTRA-CURRICULAR ACTIVITIES

- Obtained region-high passenger friendliness reviews according to exit surveys (98.89%).
- Identified alternative deplaning strategy, which increased offload efficiency by 17%.
- Obtained property-best client satisfaction score based on surveys (98.43%).
- Implemented an improved queuing strategy, leading to a 29% reduction in check-in times.