



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

Jan 2018 — Apr 2021

Boston

Flight Attendant at Delta Airlines

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.

Jan 2017 — Dec 2018

Washington

Flight Attendant at American Airlines

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

Denver

IATA Cabin Crew Course

The Crew Academy

Jan 2019 — Nov 2020

Ithaca

School of Hotel Administration

BA in International Hospitality Management,

Jan 2017 — Dec 2019

Indian Trail

High School Diploma

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.